ABSTRACT

        This report involved a survey of 199 postsecondary
institutions in Canada to determine how many universities and
colleges provide some type of library support for their off-campus
and distance-education students; and to tabulate and compare the
types of library support provided by those institutions. The report
contains narrative, a series of 21 tables, and eight graphs depicting
the scope and details of the survey and survey results, including
responses to 15 specific questions dealing with library services
(core collections, specific requests, reference queries, special
telephone line, advertisement of services, librarian, support staff,
bibliographic instruction, automated literature search services,
interlibrary loans, charges for service, needs assessments,
evaluation, finances/funding, and curriculum development). A
comparison is made between these responses and those gathered from a
similar survey done in 1984 to determine whether the universities
that responded to the earlier survey had altered their services in
the intervening years. Also provided are descriptions of library
outreach services and the off-campus library services index, which is
designed to indicate the level of off-campus library support provided
by the different institutions. A 10-page discussion of the outcomes
of the survey generates the principal conclusion that the issue of
library support for off-campus students is being taken seriously by
the majority of Canadian universities and colleges, although to
varying degrees. (4 references) (CGD)

The Second Canadian Off-Campus Library Services Survey, 1988

FINAL REPORT

Prepared by
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Coordinator of Extension Library Services
University of Victoria
Victoria, B.C., Canada

August, 1988

UVic
UNIVERSITY OF VICTORIA

THE SECOND CANADIAN OFF-CAMPUS
LIBRARY SERVICES SURVEY, 1988

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THE SECOND CANADIAN OFF-CAMPUS
LIBRARY SERVICES SURVEY, 1988

FINAL REPORT

EXECUTIVE SUMMARY

In January, 1988, a questionnaire on off-campus library services was sent to 199 post-secondary institutions in Canada: 55 universities and 144 colleges and technical institutes. The questionnaire was designed to determine the level of library support provided for off-campus students who are not able to visit the main or branch libraries on a regular basis.

The response rate to the questionnaire was 60%: 78% for universities and 53% for colleges. Quebec and Ontario had the lowest response rates at 22% and 63% respectively. All the other provinces had close to a 100% response rate.

Of the institutions which responded to the questionnaire, 86% of the universities and 60% of the colleges indicated that they offer off-campus or distance education courses. Of those institutions, 95% of the universities and 85% of the colleges provide some level of library support for their off-campus students.

In the first Canadian Survey of Off-Campus Library Services, 1984/85, data was acquired from 24 universities. In comparing institutional responses from the two surveys, it was found that 38% of the universities represented in the first survey had increased their level of library support for off-campus programs, 33% had maintained the same level of support, and 21% had decreased the level of support. No reasons were apparent for these changes.

The questionnaire for the current survey was divided into fifteen categories, each representing a specific area of of.-campus library services. In each category, there was one basic question requiring a 'yes' or 'no' response, plus a number of secondary questions to probe for additional information. An institution qualified as providing some level of off-campus library support if it responded 'yes' to any one of the fifteen basic questions. The average number of 'yes' responses was 9 for universities and 7 for colleges, indicating that many institutions are active in several areas of off-campus library services.

For both types of institutions, the categories which had the highest affirmative response rate were those which pertained to the provision of library material for off-campus students. Over 80% of the universities and over 70% of the colleges with some level of off-campus library support reported that they are prepared to supply specific library items, answer reference questions, and conduct subject searches for off-campus students. In addition, over 80% of the universities and over 60% of the colleges indicated that they will provide core collections for off-campus courses on request.

For the purposes of this survey, a basic library outreach service exists when an institution advertises that it will send specific monographs and articles to off-campus students and will conduct literature searches for these students on request. Based on this criteria, 71% of the universities and 46% of the colleges which have some level of off-campus library support qualify as having an established outreach service. Of the institutions which do not have a library outreach service, 90% of the universities and 62% of the colleges supply core collections to off-campus sites. This data indicates that library outreach services and core collection services are the two primary means of off-campus library support in Canada. 97% of the universities and 79% of the colleges with some level of off-campus library support have either one service or the other or both.

The categories which received the lowest affirmative response rate from both universities and colleges were those which dealt with the planning and administration of off-campus library services. Less than 50% of the universities and less than 30% of the colleges with some level of off-campus library support indicated that the Library conducts needs assessments, has separate funding procedures, and is involved in curriculum development for off-campus courses. Responses to the secondary questions in these categories indicate that several institutions tend to provide off-campus library support on an ad hoc basis.

In order to compare the levels of off-campus library support provided by the different institutions, two measurements were created especially for the survey data. One measurement has been entitled the Off-Campus Library Services Index. This is a composite score combining the number of affirmative responses to the fifteen basic questions with a ranking system representing the volume of material supplied to off-campus courses and students. The other measurement has been entitled the Item/Student Ratio. This ratio is derived by dividing the total off-campus enrollment into the total number of library items supplied to off-campus students.

These two measurements provide an approximate picture of an institution's activity level in off-campus library services. Based on the Off-Campus Library Services Index, only 14% of the universities and 15% of the colleges can be categorized as having a high level of involvement in this area. Based on the Item/Student Ratio, only 30% of the universities and 15% of the colleges serve a third or more of the off-campus student population. This indicates that while many institutions have outreach services and/or core collection services and are willing to support their off-campus students, relatively few of them are supplying large quantities of library material. The enrollment statistics provided by the various institutions confirm that, on the whole, a small proportion of the off-campus students are taking advantage of the library services available to them. Further research is required to determine the reasons for this inconsistency.

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INTRODUCTION

The decision to undertake a second survey of off-campus library services in Canada was made at the initial meeting of the Canadian Library Association Interest Group on Library Services for Distance Education in June of 1987. The first survey was conducted in 1984/85 by Alexander (Sandy) Slade of the University of Victoria and Barbara Webb of the Open Learning Institute of British Columbia. That survey provided data on off-campus library services at twenty-four Canadian universities. Since 1984, there has been more attention devoted to this area of library services in publications, workshops, and conferences. In order to assess the impact of this attention on the services offered by academic libraries across the country, the members of the Interest Group decided that another survey would be useful at this point in time. Since many college librarians had expressed an interest in this area, it was also decided to include Canadian colleges in the second survey.

Sandy Slade agreed to coordinate the second survey. Members of the Interest Group volunteered to act as provincial representatives with responsibility for distributing and collecting the survey forms within each province. With input from the provincial representatives, Sandy Slade prepared a revised version of the survey form. The first survey form included thirteen categories. For the purposes of comparison, those categories and the wording of the questions pertaining to them were kept consistent. However, to probe for a greater degree of information, two new categories were added at the end of the form and a number of additional questions were introduced under each of the categories.

The objectives of the second survey were as follows:

1. To obtain more detailed data on off-campus library services in Canada;
2. To compare the levels of off-campus library services provided at different institutions across the country;
3. To determine whether colleges in Canada are providing off-campus library services similar to those offered by the universities;
4. To determine whether the universities which responded to the first survey have altered their library services to off-campus students and courses in the last four years;
5. To obtain information on off-campus library services from those universities which did not respond to the first survey.

For the purposes of the second survey, the following definition of off-campus library services was used: Library support provided by the campus library for registered students who are either studying independently or taking credit/certificate courses at a distance and are not able to visit the main or branch libraries on a regular basis.

The survey forms were sent to the provincial representatives in December, .1987, and were distributed within each province in January, 1988. The provincial representatives decided which institut ons to include in their province or area and to whom the questionnaire was to be sent. The coverage in the survey was intended to be exhaustive, including virtually every university and college in Canada. The representative for Quebec arranged to have the questionnaire translated into French to encourage a higher response rate in that province.

Completed forms were routed by the provincial representatives to Sandy Slade at the University of Victoria during March and April. Data analysis began in May. A Summary Report highlighting the basic data from the survey was produced in June and distributed at the Workshop entitled "A New Partner in Distance Education: the Librarian" offered as part of the Canadian Library Association's annual conference in Halifax, Nova Scotia, June 19, 1988. The Final Report of the Survey was completed in August, 1988.

RESPONSE RATE

In total, survey forms were sent to 199 institutions: 55 universities and 144 colleges. The following provides a breakdown of the responses received:

Of 199 institutions surveyed:	Univ.(55)	Coll.(144)	Total
Responses received from:	43 (78%)	77 (53%)	120 (60%)

Of the 120 responses:	Univ.(43)	Coll.(77)	Total
Off-campus courses offered:	37 (86%)	46 (60%)	83 (69%)
Library services provided:	35 (81%)	39 (51%)	74 (62%)

Of the 83 institutions with off-campus courses:	Univ.(37)	Coll.(46)	Total
Library services provided:	35 (95%)	39 (85%)	74 (89%)

A summary of response rate by province is presented in Table 1.

TABLE 1

RESPONSE RATE, COURSES, AND LIBRARY SERVICES BY PROVINCE

	SURVEYS SENT	NO. REC'D	RESP. RATE	OFF-CAMPUS COURSES OFFERED	LIBRARY SERVICES PROVIDED	RESPONDENTS WITH LIBRARY SERVICES (%)
ATLANTIC PROVINCES						
Universities	11	10	91%	9	9	90%
Colleges	11	10	91%	3	2	20%
Total:	22	20	91%	12	11	55%
QUEBEC						
Universities	15	9	60%	4	4	44%
Colleges	62	8	13%	2	2	25%
Total:	77	17	22%	6	6	35%
ONTARIO						
Universities	16	11	69%	11	10	91%
Colleges	22	13	59%	7	4	31%
Total:	38	24	63%	18	14	58%
MANITOBA						
Universities	3	3	100%	3	2	67%
Colleges	11	11	100%	6	5	45%
Total:	14	14	100%	9	7	50%
SASKATCHEWAN						
Universities	2	2	100%	2	2	100%
Colleges	4	4	100%	4	4	100%
Total:	6	6	100%	6	6	100%
ALBERTA						
Universities	4	4	100%	4	4	100%
Colleges	14	14	100%	10	10	71%
Total:	18	18	100%	14	14	78%
BRITISH COLUMBIA						
Universities	4	4	100%	4	4	100%
Colleges	20	17	85%	14	12	71%
Total:	24	21	88%	18	16	76%
GRAND TOTALS:						
UNIVERSITIES	55	43	78%	37	35	81%
COLLEGES	144	77	53%	46	39	51%
TOTAL:	199	120	60%	83	74	62%

THE QUESTIONNAIRE

The questionnaire is divided into fifteen categories, each representing a specific area of off-campus library services. In each category, there is one basic question requiring a 'yes' or 'no' response, plus a number of secondary questions to probe for additional information. An institution qualified as providing some level of off-campus library support if it responded 'yes' to any one of the fifteen basic questions. Every institution which qualified in this regard responded 'yes' to at least one of the first three basic questions (Core Collections, Specific Requests, and Reference Queries) before responding affirmatively to any other question. The average number of 'yes' responses was 9 for universities and 7 for colleges, indicating that many institutions are active in several areas of off-campus library services. The affirmative responses for each category are summarized by province and institution in Tables 4-5 (pp.44-47).

The complete questionnaire is reproduced in small print in the following section. The tables in standard-size print under each question present the number of responses by type of institution. In questions where 'yes' and 'no' responses were solicited, only the 'yes' replies have been tabulated. Any discussion or elaboration of the data appears in standard-size print.

The responses reported in each category are taken directly from the completed survey forms. No attempt has been made to insert any information which was not reported in writing by the respondents. In the sections concerning program size (pp.7-9), data is included only from those institutions which have some level of off-campus library support. Institutions which offer off-campus or distance education courses, but have no library services to support them, have been excluded from this section. With the exception of two universities and seven colleges, all respondents with off-campus library services did report some statistics on the number of courses offered.

No percentages are provided in this section. There are at least three variables to which the results can be compared: to the number of respondents, to the number of institutions which offer off-campus or distance education courses, and to the number of institutions which provide some level of off-campus library support. Percentages based on the latter two variables are presented in Tables 2-5 (pp.36-47) for the 'yes' responses to the fifteen basic questions. In many of the secondary questions, an institution checked more than one response. No percentages are supplied for any of the secondary questions. The summary data for response rate, courses, and library services in Table 1 will enable the reader to calculate the percentages appropriate for whatever issue is under consideration.

INSTRUCTIONS FOR RESPONDENTS

The following instructions were sent with the survey:

1. For the purposes of this survey, please use the following as an operational definition of off-campus library services: Library support provided by the campus library for registered students who are either studying independently or taking credit/certificate courses at a distance and are not able to visit the main or branch libraries on a regular basis. Please note that this survey is not intended to collect information on services offered at branch libraries of the campus system.

2. On the first page, please provide whatever statistical data is readily available. Do not delay returning the questionnaire beyond the deadline in order to search for evasive statistics. We are basically interested in learning the size of your institution's off-campus program; therefore, approximations and estimates will be sufficient if exact figures are difficult to obtain.

3. On pages 1-12, please complete the 15 basic questions with 'yes' or 'no' answers.

4. Under each of the 15 basic questions are a number of sub-questions which are dependent upon the response to the basic question. Except for questions 4 and 11, please respond to the sub-questions only if you answered 'yes' to the basic question. In numbers 4 and 11, please answer the sub-questions only if you replied 'no' to the basic question. If you find yourself responding to the sub-questions contrary to the above directions, pl ' re-evaluate your basic answers.

5. In any of the questions, if you have difficulty responding to the categories listed, please use the 'additional information' sections to explain the difficult .

OFF-CAMPUS PROGRAM SIZE: UNIVERSITIES

Please provide the following data for 1986/87 (any 12 month period):

Number of off-campus **undergraduate** credit courses offered by:
face-to-face instruction: _____; by distance education: _____.

	Responses	Range	Average
Face-to-Face	26	3-194	59
Distance Educ.	22	1-180	47

Number of off-campus **graduate** credit courses offered by:
face-to-face instruction: _____; by distance education: _____.

	Responses	Range	Average
Face-to-Face	18	1-56	11
Distance Educ.	5	1-13	3

Average enrolment in an off-campus **undergraduate** credit course offered by:
face-to-face instruction: _____; by distance education: _____.

	Responses	Range	Average
Face-to-Face	25	8-35	19
Distance Educ.	18	6-94	28

Average enrolment in an off-campus **graduate** credit course offered by:
face-to-face instruction: _____; by distance education: _____.

	Responses	Range	Average
Face-to-Face	15	6-33	17
Distance Educ.	8	6-53	24

Estimated number of registered students completing independent studies off-campus and not currently taking courses: _____.

	Responses	Range	Average
Independent Students	9	10-322	100

OFF-CAMPUS PROGRAM SIZE: COLLEGES

Please provide the following data for 1986/87 (any 12 month period):

Number of off-campus university-level credit courses offered by:
face-to-face instruction: _____; by distance education: _____.

	Responses	Range	Average
Face-to-Face	12	2-252	50
Distance Educ.	6	4-18	10

Number of off-campus certificate/diploma courses offered by:
face-to-face instruction: _____; by distance education: _____.

	Responses	Range	Average
Face-to-Face	24	1-269	49
Distance Educ.	14	1-286	31

Average enrolment in an off-campus university-level credit course offered by:
face-to-face instruction: _____; by distance education: _____.

	Responses	Range	Average
Face-to-Face	14	3-52	17
Distance Educ.	7	3-30	16

Average enrolment in an off-campus certificate/diploma credit course offered by:
face-to-face instruction: _____; by distance education: _____.

	Responses	Range	Average
Face-to-Face	20	1-100	28
Distance Educ.	9	5-80	20

OFF-CAMPUS PROGRAM SIZE: ALL INSTITUTIONS

To present an overview of the data received, the number of courses offered have been grouped into numerical ranges. The following table represents the size distribution of the institutions which provide some level of off-campus library services:

Number of courses:	Univ.	Coll.	Total
150+	4	3	7
100-149	11	5	16
50-99	7	4	11
10-49	9	10	19
1-9	2	10	12
Not reported	2	7	9
TOTAL:	35	39	74

Tables 9-13 (pp.54-61) provide institutional responses to the fifteen categories grouped by these five numerical ranges.

The distribution by method of instruction is summarized in the following table:

Method of Instruction	Univ.	Coll.	Total
Both methods	18	11	29
Face-to-face only	10	16	26
Distance Ed. only	5	5	10
Not reported	2	7	9
TOTAL:	35	39	74

1. CORE COLLECTIONS

A collection of books and articles is sent on request to the site of an off-campus course. (Note: exclude material sent to branch libraries of your system).

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	30	25	55

If 'yes', please answer (a) through (i); else, go to number 2.

(a) Is a separate library or collection maintained for off-campus courses?

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	12	6	18

(b) Are unique copies of books released from the main library holdings for off-campus core collections?

Yes [ ] No [ ] On a selective basis [ ]

	Univ.	Coll.	Total
Yes	7	7	14
Selective	16	9	25

(c) Are duplicate copies of books released from the main library holdings for off-campus core collections?

Yes [ ] No [ ] On a selective basis [ ]

	Univ.	Coll.	Total
Yes	18	12	30
Selective	7	4	11

(d) Are audio-visual materials sent as part of the core collections?

Yes [ ]　No [ ]　On a selective basis [ ]

	Univ.	Coll.	Total
Yes	5	6	11
Selective	12	9	21

(e) How are core collections selected? (Check all that apply):

- by the instructor　　　　　　[ ]
- by the Library　　　　　　　[ ]
- from course bibliographies　　[ ]
- other:_____　　[ ]

	Univ.	Coll.	Total
Instructor	29	22	51
Library	12	10	22
Course Biblio.	12	7	19
Other	2	4	6

(f) Is any funding provided from outside the Library to develop core collections?

Yes [ ]　No [ ]　On a selective basis [ ]

	Univ.	Coll.	Total
Yes	6	7	13
Selective	8	2	10

(g) Do other campus departments handle off-campus core collections in addition to (or instead of) the Library?　　Yes [ ]　No [ ]

	Univ.	Coll.	Total
Yes	7	11	18

(h) Number of core collections sent in 1986/87 (any 12 month period):

The table below summarizes core collection activity by numerical range and type of institution:

Number of core collections sent:	Univ.	Coll.	Total
40+	0	2	2
30-39	0	0	0
20-29	5	3	8
10-19	7	3	10
1-9	12	11	23
Not reported	6	6	12
Not applicable	5	14	19
TOTAL:	35	39	74

Graph 1 presents this information in a comparative perspective. "Not reported" indicates that core collections are supplied by those institutions but no statistics are available. "Not applicable" means that those institutions do not supply core collections.

These ranges are used in Tables 14-15 (pp.64-67) to adjust each ins'itution's score in Category #1 (Core Collections) in order to calculate the Off-Campus Library Services Index. Further explanation is provided on p.62 of this report.

(i) Estimated size of the average collection:

	Responses	Range	Average
Universities	24	3-179	36
Colleges	19	5-50	20

GRAPH 1

CORE COLLECTION ACTIVITY
UNIVERSITIES

Number of institutions

Number of core collections sent
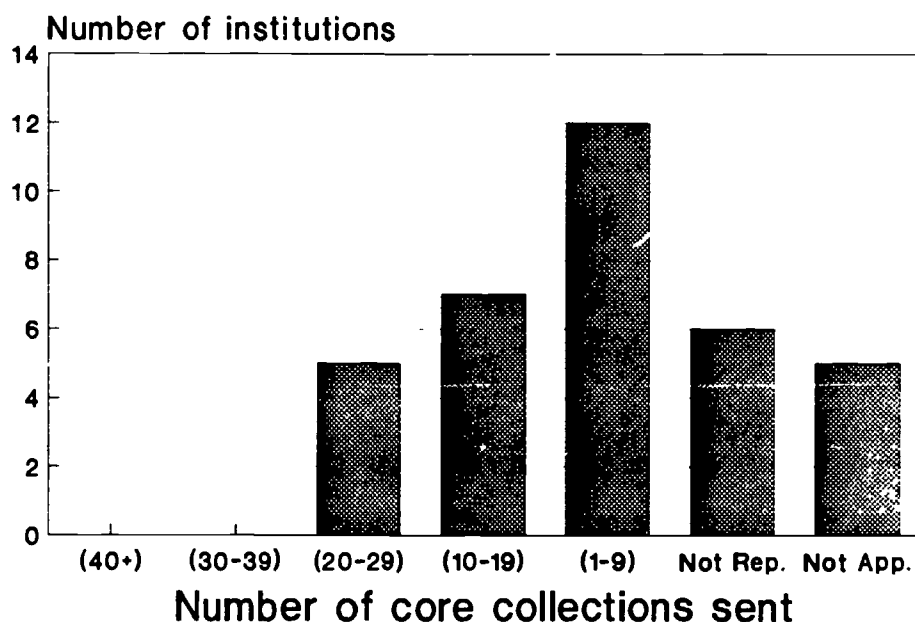
CORE COLLECTION ACTIVITY
COLLEGES

Number of institutions

Number of core collections sent
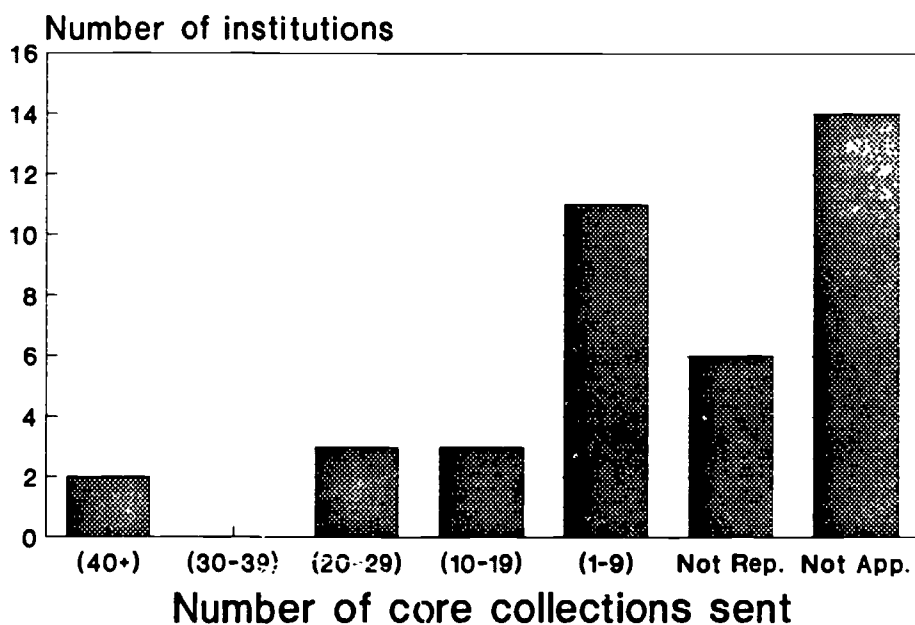
2. SPECIFIC REQUESTS

The library staff send specific material to individual off-campus students in response to requests received by mail, telephone, or electronic messaging systems.
Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	30	30	60

If 'yes', please answer (a) through (d); else, go to number 3.

(a) If certain specific titles are not available, are substitutes provided?

- automatically   [ ]
- occasionally   [ ]
- on request   [ ]
- rarely   [ ]

	Univ.	Coll.	Total
Automatically	9	3	12
Occasionally	5	8	13
On request	11	15	26
Rarely	4	4	8

(b) How is material sent to students? (Check all that apply):

- by first class mail   [ ]
- by Priority Post   [ ]
- by book rate   [ ]
- by courier   [ ]
- other:_____   [ ]

	Univ.	Coll.	Total
First Class	14	12	26
Priority Post	4	2	6
Book Rate	13	10	23
Courier	11	12	23
Other	4	12	16

(c) Estimated number of specific items sent to off-campus students in
    1986/87 (any 12 month period):

The table below summarizes specific item activity by numerical
range and type of institution:

Number of specific items sent:	Univ.	Coll.	Total
5,000+	3	0	3
1,000-4,999	5	0	5
500-999	3	1	4
100-499	8	5	13
1-99	7	15	22
Not reported	4	9	13
Not applicable	5	9	14
TOTAL:	35	39	74

Graph 2 presents this information in a comparative perspective.
"Not reported" indicates that specific requests from off-campus
students are accepted by these institutions, but no statistics are
available on items sent. "Not applicable" means that those
institutions do not handle specific requests from off-campus
students.

These ranges are used in Tables 14-15 (pp.64-67) to adjust each
institution's score in Category #2 (Specific Requests) in order to
calculate the Off-Campus Library Services Index. Further
explanation is provided on p.62 of this report.

(d) Estimated number of off-campus students who requested specific
    material in 1986/87 (any 12 month period):

	Responses	Range	Average
Universities	21	3-3125	413
Colleges	19	3-275	39

GRAPH 2

SPECIFIC ITEMS SENT
UNIVERSITIES

Number of institutions

Number of specific items sent
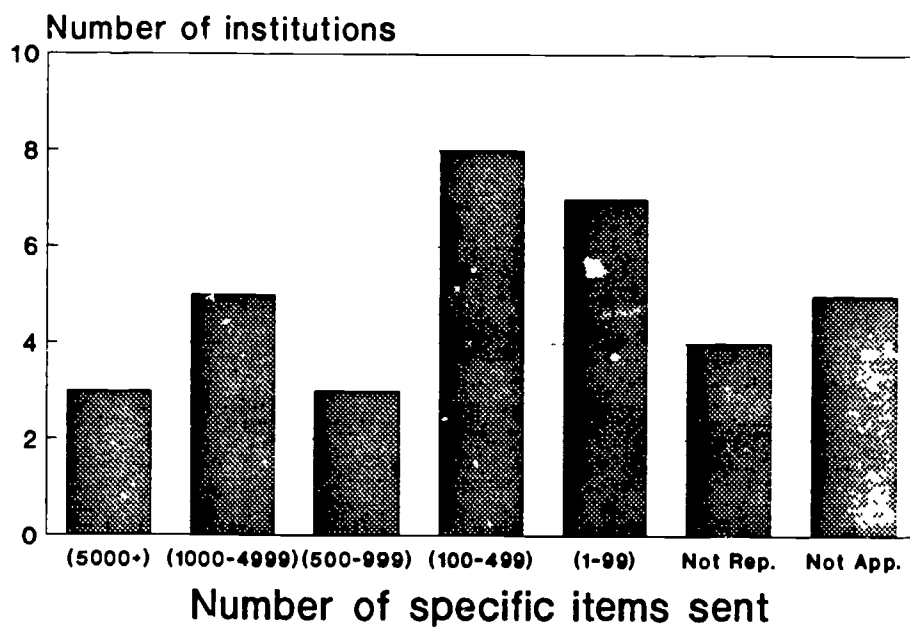
SPECIFIC ITEMS SENT
COLLEGES

Number of institutions

Number of specific items sent
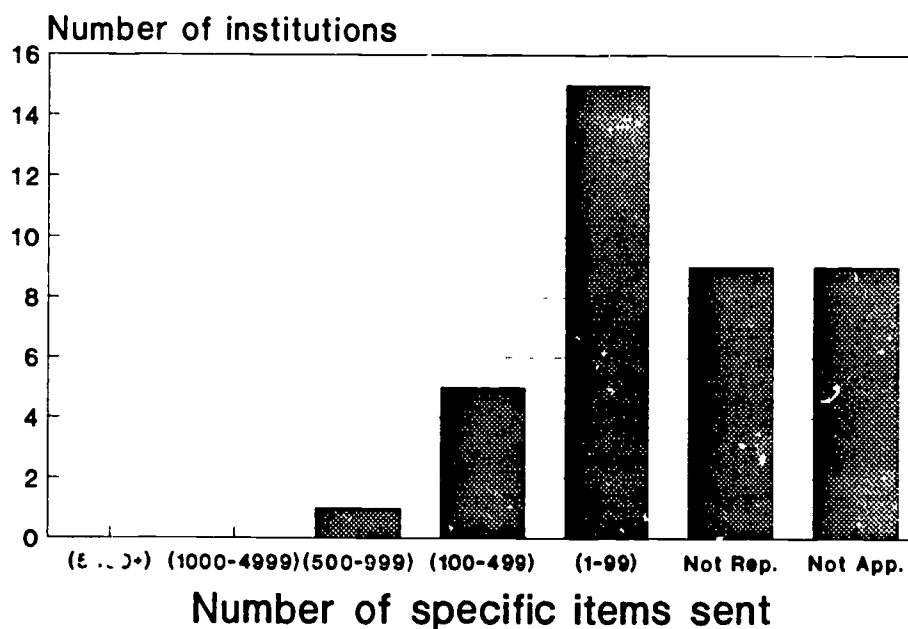
3. REFERENCE QUERIES

The library staff answer reference questions and conduct subject searches for individual off-campus students in response to requests received by mail, telephone, or electronic messaging systems.

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	31	33	64

If 'yes', please answer (a) through (d); else, go to number 4.

(a) How does the Library staff respond to requests for subject searches? (Check all that apply):
- by sending bibliographies or lists of references   [ ]
- by sending a selection of books and articles on the topic   [ ]
- other :_____   [ ]

	Univ.	Coll.	Total
Bibliographies	18	16	34
Selection	21	23	44
Other	4	4	8

(b) How is material sent to students? (Check all that apply):
- by first class mail   [ ]
- by Priority post   [ ]
- by book rate   [ ]
- by courier   [ ]
- other:_____   [ ]

	Univ.	Coll.	Total
First Class	18	14	32
Priority Post	2	2	4
Book Rate	12	13	25
Courier	9	11	20
Other	5	11	16

(c) Estimated number of reference items sent to off-campus students in 1986/87 (any 12 month period):

	Responses	Range	Average
Universities	15	4-2200	382
Colleges	18	3-275	31

(d) Estimated number of off-campus students who requested reference searches in 1986/87 (any 12 month period):

The table below summarizes reference activity by numerical range and type of institution:

Reference requests received:	Univ.	Coll.	Total
400+	1	0	1
200-399	4	1	5
100-199	2	0	2
50-99	3	1	4
1-49	9	19	28
Not reported	12	12	24
Not applicable	4	6	10
TOTAL:	35	39	74

Graph 3 presents this information in a comparative perspective. "Not reported" indicates reference queries and requests for subject searches from off-campus students are accepted at those institutions, but no statistics are available on requests received. "Not applicable" means that those institutions do not accept reference and subject requests from off-campus students.

These ranges are used in Tables 14-15 (pp.64-67) to adjust each institution's score in Category #3 (Reference Queries) in order to calculate the Off-Campus Library Services Index. Further explanation is provided on p.62 of this report.

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GRAPH 3

REFERENCE QUERIES
UNIVERSITIES

Number of Institutions

Number of reference requests received
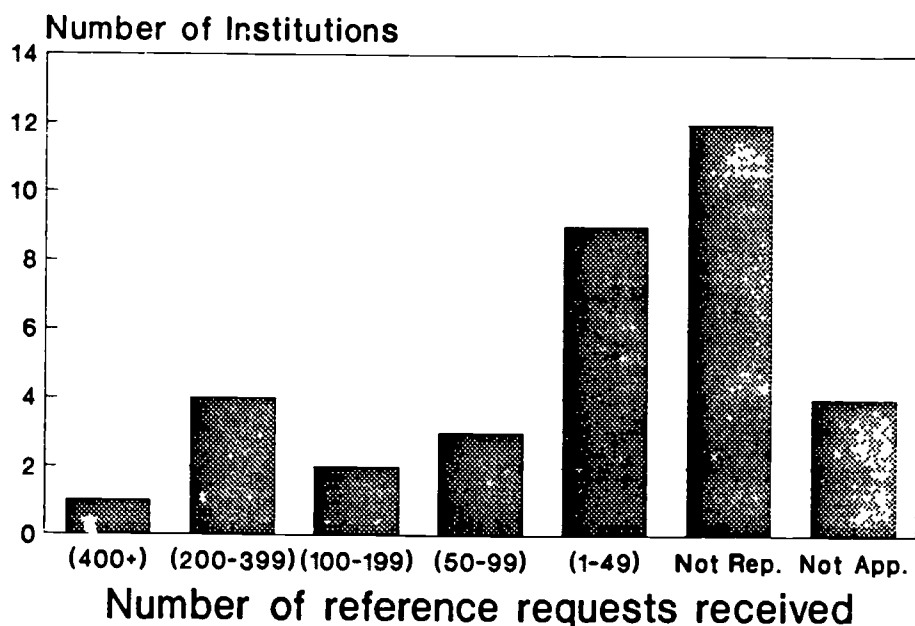
REFERENCE QUERIES
COLLEGES

Number of Institutions

Number of reference requests received

29
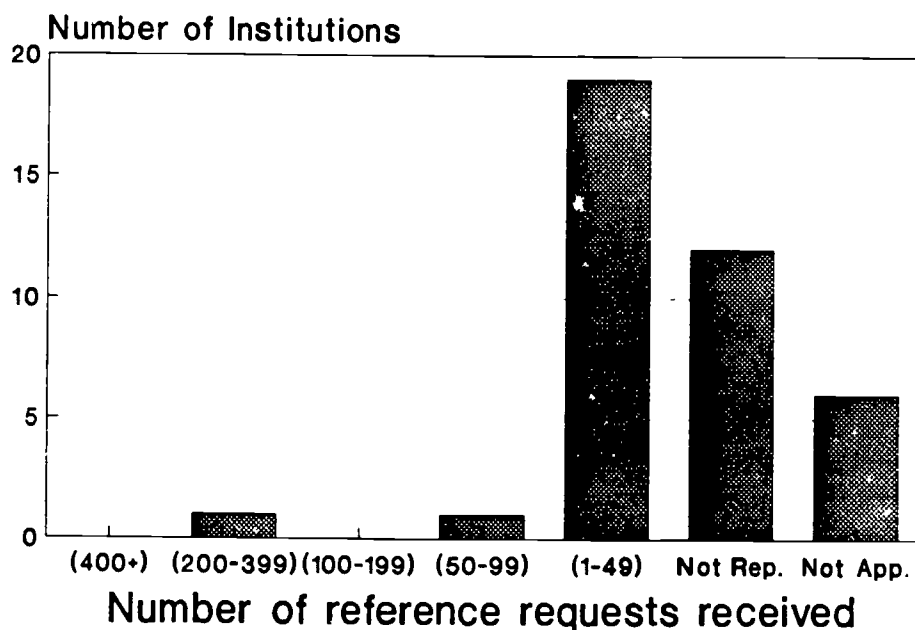
4. SPECIAL TELEPHONE LINE

The Library has a special "toll-free" telephone line for off-campus students to request library material. (Note: "toll free" can be interpreted to mean that the Libr ry accepts collect calls).

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	13	15	28

If 'no', please answer (a) through (b); else, go to number 5.

(a) Is there a "toll-free" telephone line for off-campus students elsewhere on campus which can be used to relay messages to the Library?

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	4	3	7

(b) Additional information:

Combining the above data, telephone requests are accepted at no cost to the off-campus student at 35 institutions: 17 universities and 18 colleges.

5. ADVERTISEMENT OF SERVICES

Library services for off-campus students are publicized in brochures, handbooks, and in other literature which is available to most off-campus faculty and students.

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	26	18	44

30

If 'yes', please answer (a); else, go to number 6.

(a) Which type of publication is most commonly used?

	Univ.	Coll.	Total
Brochure/Leaflet	25	10	35
Calendar	7	3	10
Handbook	4	5	9
Course Literature	4	3	7
Letters to Faculty	2	3	5
Registration Info.	3	0	3
Other	2	2	4

6. LIBRARIAN

At least one librarian has either full-time or part-time responsibilities for off-campus library services as part of the job description.

Yes [ ]   No [ ]

	Univ.	Coll.	Total
Yes	26	14	40

If 'yes', please answer (a) through (c); else, go to number 7.

(a) Number of librarians with full-time responsibilities in this area:

	Responses	Range	Average
Universities	6	1-2	1
Colleges	2	1	1

(b) Number of librarians with part-time responsibilities in this area:

	Responses	Range	Average
Universities	19	1-8	1.5
Colleges	13	1-2	1

(c) Is any funding provided for these positions from outside the Library?
Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	2	1	3

7. SUPPORT STAFF

At least one member of the library support staff has either full-time or part-time responsibilities for off-campus library services as part of the job description.
Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	23	16	39

If 'yes', please answer (a) through (d); else, go to number 8.

(a) Number of library support staff with full-time responsibilities in this area:

	Responses	Range	Average
Universities	6	1-4	1
Colleges	3	1	1

(b) Number of library support staff with part-time responsibilities in this area:

	Responses	Range	Average
Universities	19	1-3	1.5
Colleges	15	1-6	1.5

(c) Employment level(s) of support staff involved (e.g. Student, L.A.I, L.A.II, etc.):

	Univ.	Coll.	Total
LA IV	4	0	4
LA III	3	1	4
LA II	5	2	7
LA I	2	4	6
LA Unspecified	7	0	7
Lib. Technician	1	6	7
Clerical	6	5	11
Student	4	1	5

(d) Is any funding provided for these positions from outside the Library:
Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	3	1	4

8. BIBLIOGRAPHIC INSTRUCTION

A librarian provides direct bibliographic instruction to off-campus students through such means as print materials, videotape, teleconferences, or visits to course sites.
Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	22	10	32

If 'yes', please answer (a) through (c); else, go to number 9.

(a) Which methods of instruction are most commonly used?

	Univ.	Coll.	Total
Print Materials	9	4	13
Site Visits	5	4	9
On-campus Lectures	5	1	6
Teleconferences	2	0	2
Videotapes	1	1	2

(b) What is the basis for providing this service? (Check all that apply):
    - library initiative in response to a perceived need   r]
    - as required by pre-established policy   [ ]
    - faculty request   [ ]
    - student request   [ ]
    - other:_____   [ ]

	Univ.	Coll.	Total
Lib. Initiative	17	7	24
Pre-estab. Policy	2	0	2
Faculty Request	11	9	20
Student Request	6	3	9
Other	3	0	3

(c) Is this service advertised to off-campus students and faculty?

     Yes [ ] No [ ] On a selective basis [ ]

	Univ.	Coll.	Total
Yes	11	7	18
Selective	9	2	11

9. AUTOMATED LITERATURE SEARCH SERVICES

Automated literature searches are conducted for off-campus students.

     Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	30	12	42

If 'yes', please answer (a) through (c); else, go to number 10.

(a) What is the basis for providing this service? (Check all that apply):
    - direct student request   [ ]
    - Library initiative to facilitate the subject search process [ ]
    - faculty request to generate reading lists   [ ]
    - other:_____   [ ]

	Univ.	Coll.	Total
Student Request	25	9	34
Lib. Initiative	13	6	19
Faculty Request	6	3	9
Other	0	0	0

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(b) Is a mechanism provided on-site for automated literature searching?

Yes [ ] No [ ] On a selective basis [ ]

	Univ.	Coll.	Total
Yes	7	2	9
Selective	2	1	3

Note: The intent of this question was to determine whether the institution had provided a mechanism at the off-campus course site for automated literature searching. Some respondents seem to have interpreted "on-site" to mean at the main library.

(c) Is the availability of automated literature searches advertised to off-campus students?

Yes [ ] No [ ] On a selective basis [ ]

	Univ.	Coll.	Total
Yes	14	4	18
Selective	8	2	10

10. INTERLIBRARY LOANS (I.L.L.)

I.L.L. requests for material not available from the 'home' library are initiated by library staff on behalf of off-campus students.

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	20	25	45

If 'yes', please answer (a) through (c); else, go to number 11.

(a) How are I.L.L. requests initiated? (Check all that apply):
 - by student request   [ ]
 - by Library initiative to obtain items not in the collection [ ]
 - by Library initiative to facilitate the search process   [ ]
 - other: _____   [ ]

	Univ.	Coll.	Total
Student Request	17	22	39
Lib. Init...Obtain	11	11	22
Lib. Init...Facil.	3	6	9
Other	0	2	2

(b) Are books obtained from libraries outside the province and routed to off-campus students?

Yes [ ] No [ ] On a selective basis [ ]

	Univ.	Coll.	Total
Yes	11	5	16
Selective	4	11	15

(c) Is the availability of I.L.L. services advertised to off-campus students?

Yes [ ] No [ ] On a selective basis [ ]

	Univ.	Coll.	Total
Yes	11	6	17
Selective	7	6	13

11. CHARGES FOR SERVICE

All library services for off-campus students are provided free-of-charge.

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	19	31	50

If 'no', please list the services or items for which there is a charge and the fee schedule used to determine the charges:

	Univ.	Coll.	Total
Computer Searches	15	1	16
Photocopying	7	3	10
Interlibrary Loans	5	0	5
Postage	0	1	1

12. NEEDS ASSESSMENTS

The library staff conduct needs assessments for off-campus courses and programs and use this information to plan library services.

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	14	8	22

If 'yes', please answer (a) through (d), else, go to number 13.

(a) Is there a written statement of goals or objectives for off-campus library services which serves as a basis for needs assessment?

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	9	1	10

(b) How does your library conduct needs assessments for off-campus courses and programs? (Check all that apply):

- standardized questionnaires [ ]
- form letters [ ]
- personalized correspondence [ ]
- telephone contact [ ]
- meetings with faculty [ ]
- informal discussions [ ]
- other:_____ [ ]

	Univ.	Coll.	Total
Stand. Quest.	4	0	4
Form Letters	3	0	3
Personal. Corr.	6	3	9
Telephone Contact	11	6	17
Meetings with Fac.	11	7	18
Informal Discuss.	12	7	19
Other	4	0	4

(c) How frequently does your library conduct needs assessments? (Check all that apply):

- each time an off-campus course is offered   [ ]
- each time a new off-campus course is introduced   [ ]
- each time a new off-campus program is introduced   [ ]
- on a regular basis by discipline or program   [ ]
- as part of a long-term plan   [ ]
- on an ad hoc basis   [ ]
- other: _____   [ ]

	Univ.	Coll.	Total
Course Offered	5	4	9
Course Introduced	4	3	7
Program Introduced	4	2	6
Regular Basis	2	1	3
Long-term Plan	5	1	6
Ad Hoc Basis	9	3	12
Other	1	1	2

(d) Is there a formal mechanism which links needs assessments to the funding for off-campus library services?

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	2	1	3

13. EVALUATION

The library services and resources available to off-campus students are periodically reviewed and evaluated.

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	22	12	34

If 'yes', please answer (a) through (e); else, go to number 14.

(a) Who conducts the evaluations? (Check all that apply):
- the Library   [ ]
- the faculty   [ ]
- a central campus agency   [ ]
- other:_____   [ ]

	Univ.	Coll.	Total
Library	15	11	26
Faculty	6	6	12
Campus Agency	7	0	7
Other	1	0	1

(b) Is there a written statement of goals or objectives for off-campus library services which serves as a basis for evaluations?

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	8	2	10

(c) How are off-campus library services evaluated? (Check all that apply):
- as part of course evaluations   [ ]
- as part of program evaluations   [ ]
- as a separate evaluative process [ ]
- other: _____ [ ]

	Univ.	Coll.	Total
Course Evaluation	7	3	10
Program Evaluation	5	1	6
Separate Evaluation	14	7	21
Other	2	1	3

(d) How frequently are off-campus library services evaluated? (Check all that apply):

                - as part of regular course/program evaluations   [ ]
                - as part of ad hoc course/program evaluations   [ ]
                - as a regular separate evaluative process   [ ]
                - as an ad hoc separate evaluative process   [ ]
                - other: _____   [ ]

	Univ.	Coll.	Total
Regular Evaluations	6	4	10
Ad Hoc Evaluations	2	1	3
Reg. Sep. Eval.	2	1	3
Ad Hoc Sep. Eval.	13	8	21
Other	0	0	0

(e) Is there a formal mechanism which links the funding for off-campus library services to the data obtained from evaluations?

Yes [ ] No [ ]

	Univ.	Coll.	Total
Yes	3	0	3

14. FINANCES/FUNDING

The majority of library services provided to support the off-campus instructional program are funded through a designated budget or a clearly defined financial process.

Yes [ ]   No [ ]

	Univ.	Coll.	Total
Yes	16	11	27

If 'yes', please answer (a) through (b); else, go to number .2.

(a) How is funding allocated?
- entirely from the Library's operating budget   [ ]
- entirely from outside funding   [ ]
- partially from the Library's operating budget
  and partially from outside funding   [ ]
- other: _____   _____   [ ]

	Univ.	Coll.	Total
Entirely Lib. Bud.	10	5	15
Entirely Outside	3	1	4
Partial...	5	4	9
Other	0	0	0

Note: Some institutions which replied 'no' to the basic question responded to #14(a).

(b) Are separate amounts allocated for the following specific off-campus services?

- professional salaries   Yes [ ]   No [ ]   Partial [ ]

	Univ.	Coll.	Total
Yes	5	3	8
Partial	1	1	2

- support staff salaries   Yes [ ]   No [ ]   Partial [ ]

	Univ.	Coll.	Total
Yes	5	3	8
Partial	1	1	2

- core collections   Yes [ ]   No [ ]   Partial [ ]

	Univ.	Coll.	Total
Yes	13	5	18
Partial	2	0	2

- telephone   Yes [ ]   No [ ]   Partial [ ]

	Univ.	Coll.	Total
Yes	6	1	7
Partial	1	0	1

- photocopying   Yes [ ]   No [ ]   Partial [ ]

	Univ.	Coll.	Total
Yes	6	1	7
Partial	0	0	0

- postage   Yes [ ]   No [ ]   Partial [ ]

	Univ.	Coll.	Total
Yes	6	2	8
Partial	0	0	0

- publicity   Yes [ ]   No [ ]   Partial [ ]

	Univ.	Coll.	Total
Yes	2	3	5
Partial	1	0	1

- bibliographic instruction   Yes [ ]   No [ ]   Partial [ ]

	Univ.	Coll.	Total
Yes	3	1	4
Partial	0	0	0

- interlibrary loans   Yes [ ]   No [ ]   Partial [ ]

	Univ.	Coll.	Total
Yes	3	1	4
Partial	1	0	1

- automated lit. searches   Yes [ ]   No [ ]   Partial [ ]

	Univ.	Coll.	Total
Yes	3	1	4
Partial	1	0	1

- needs assessments   Yes [ ]   No [ ]   Partial [ ]

	Univ.	Coll.	Total
Yes	1	1	2
Partial	1	C	1

- evaluations   Yes [ ]   No [ ]   Partial [ ]

	Univ.	Coll.	Total
Yes	0	2	2
Partial	1	0	ı

15. CURRICULUM DEVELOPMENT

A librarian is usually involved in the development of a new off-campus or distance education course.

Yes [ ]   No [ ]

	Univ.	Coll.	Total
Yes	7	3	10

If 'yes', please answer (a) through (b); else, the questionnaire is completed.

(a) When does the librarian become involved? (Check all that apply):
- at the course proposal stage   [ ]
- at the initial stage of course development   [ ]
- after the instructor is appointed   [ ]
- other: _____ [ ]

	Univ.	Coll.	Total
Course Proposal	4	1	5
Initial Stage	4	2	6
Instructor	5	2	7
Other	0	0	0

(h) What is the librarian's normal input? (Check all that apply):
- literature searches for course development   [ ]
- literature searches for course reading lists   [ ]
- advice on resources for assignments   [ ]
- book ordering   [ ]
- advance preparation of student information   [ ]
- critique of course curriculum or design   [ ]
- other:_____ [ ]

	Univ.	Coll.	Total
Course Development	3	4	7
Reading Lists	4	3	7
Assignments	7	2	9
Book Ordering	8	5	13
Student Information	2	0	2
Critique	3	0	3
Other	0	1	1

SUMMARY OF SURVEY RESULTS

As in the 1984/85 survey, a spreadsheet approach has been used to summarize the responses to the fifteen basic questions. The responses have been converted into numbers: each 'yes' response has been coded '1' and each 'no' reply has been coded '0'. This provides a maximum total of 15 for each institution.

Table 2 presents a summary of 'yes' responses by type of institution for each of the fifteen categories. Beneath the totals of affirmative responses are percentages comparing responses to the number of institutions providing some level of off-campus library support and to the number of institutions offering off-campus and distance education courses.

Graph 4 provides a comparison of the 'yes' responses to the fifteen basic questions for all institutions. For example, it can be seen at a glance that 64 institutions responded 'yes' to Question #3 (Reference Queries) while only 10 institutions replied 'yes' to Question #15 (Curriculum Development). Graphs 5-6 present the same information by type of institution. Graph 7 compares the responses of universities and colleges.

TABLE 2

SUMMARY OF RESPONSES BY CATEGORY AND TYPE OF INSTITUTION

	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.
TOTAL FOR UNIVERSITIES	30	30	31	13	26	26	23	22	30	20	19	14	22	16	7
% of universities with library services (35)	86%	86%	89%	37%	74%	74%	66%	63%	86%	57%	54%	40%	63%	46%	20%
% of universities with off-campus courses (37)	81%	81%	84%	35%	70%	70%	62%	59%	81%	54%	51%	38%	59%	43%	19%
TOTAL FOR COLLEGES	25	30	33	15	18	14	16	10	12	25	31	8	12	11	3
% of colleges with library services (39)	64%	77%	85%	38%	46%	36%	41%	26%	31%	64%	79%	21%	31%	28%	8%
% of colleges with off-campus courses (46)	54%	65%	72%	33%	39%	30%	35%	22%	26%	54%	67%	17%	26%	24%	7%
TOTAL ALL INSTITUTIONS	55	60	64	28	44	40	39	32	42	45	50	22	34	27	10
% of institutions with library services (74)	74%	81%	86%	38%	59%	54%	53%	43%	57%	61%	68%	30%	46%	36%	14%
% of institutions with off-campus courses (83)	66%	72%	77%	34%	53%	48%	47%	39%	51%	54%	60%	27%	41%	33%	12%

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TABLE 2

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GRAPH 4

1988 SURVEY RESULTS
ALL INSTITUTIONS

Category

Number of Institutions

GRAPH 5
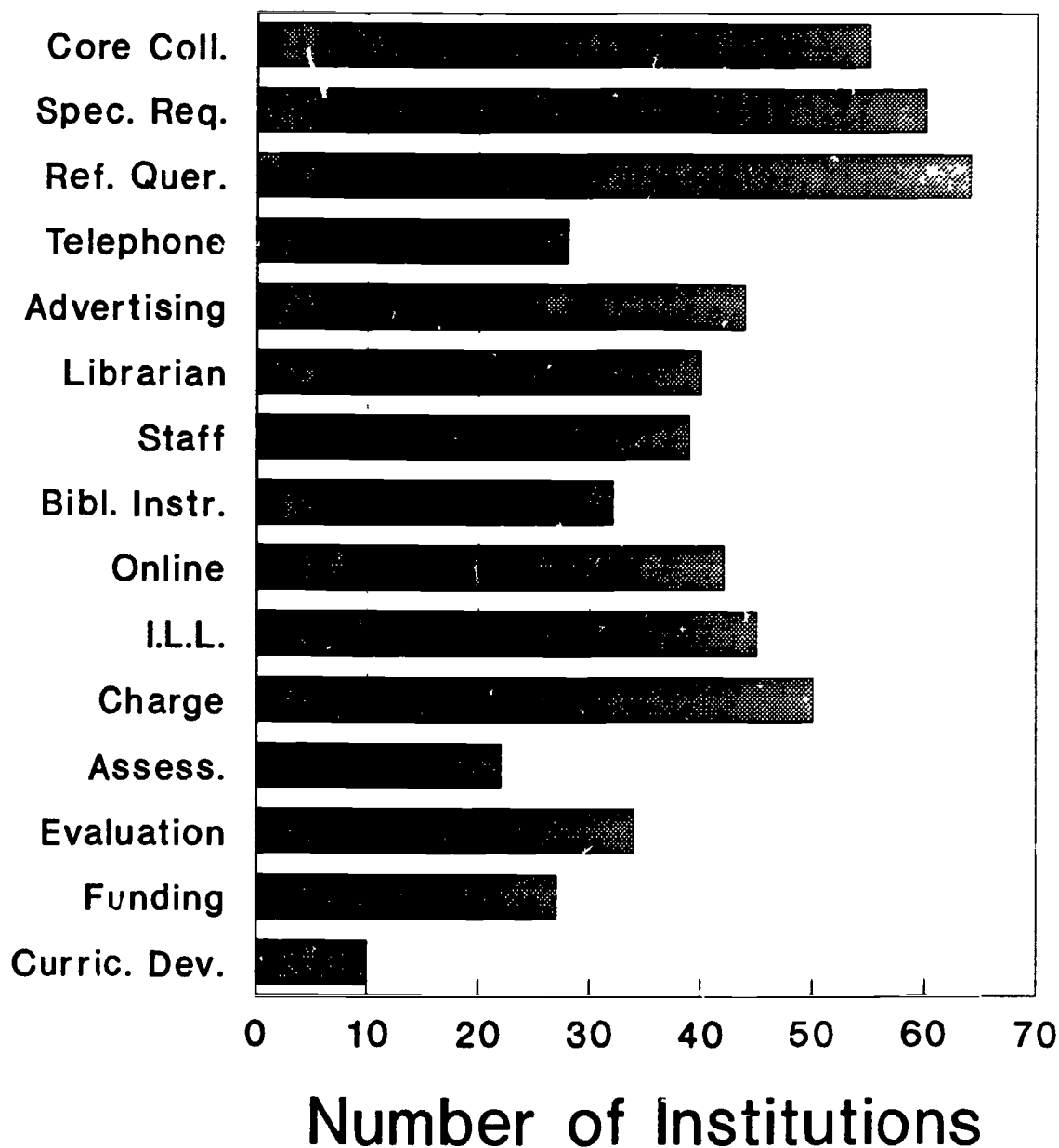
1988 SURVEY RESULTS UNIVERSITIES

Category

Category	Number
Core Coll.	
Spec. Req.	
Ref. Quer.	
Telephone	
Advertising	
Librarian	
Staff	
Bibl. Instr.	
Online	
I.L.L.	
Charge	
Assess.	
Evaluation	
Funding	
Curric. Dev.	

Number of Universities

GRAPH 6
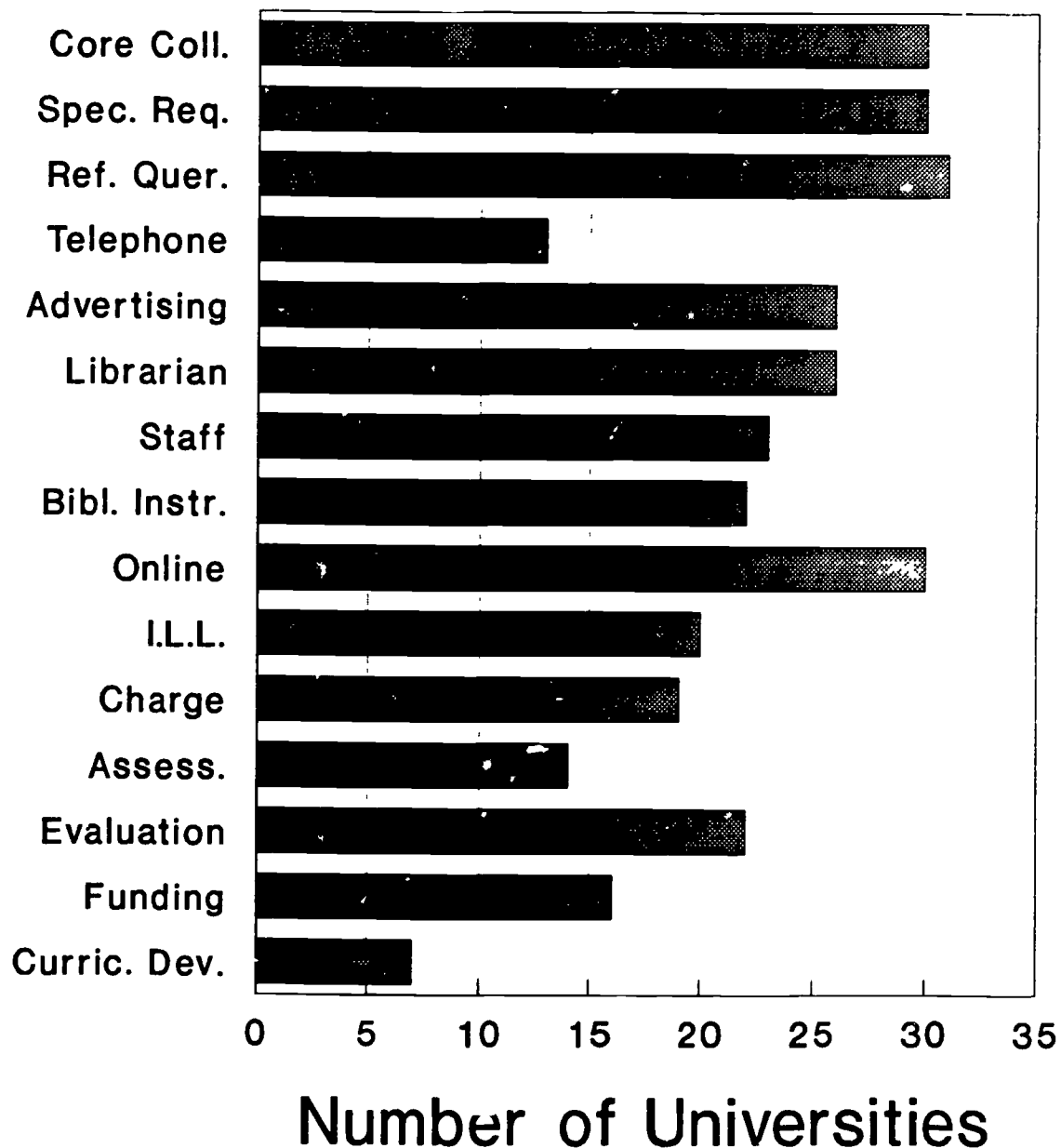
1988 SURVEY RESULTS COLLEGES

Category

Horizontal bar chart. X-axis: "Number of Colleges" (0 to 35). Categories and approximate values:

- Core Coll. — 25
- Spec. Req. — 30
- Ref. Quer. — 33
- Telephone — 15
- Advertising — 18
- Librarian — 14
- Staff — 16
- Bibl. Instr. — 10
- Online — 12
- I.L.L. — 25
- Charge — 31
- Assess. — 8
- Evaluation — 12
- Funding — 11
- Curric. Dev. — 3

Number of Colleges

1988 SURVEY RESULTS
ALL INSTITUTIONS

Category   **Universities**   **Colleges**

Core Coll.
Spec. Req.
Ref. Quer.
Telephone
Advertising
Librarian
Staff
Bibl. Instr.
Online
I.L.L.
Charge
Assess.
Evaluation
Funding
Curric. Dev.

30   20   10   0   10   20   30

Number of Institutions

SURVEY RESULTS BY PROVINCE AND INSTITUTION

Table 3 provides a summary by province of the data presented in Table 2. The same percentages are repeated at the end of Table 3 for ready reference.

Tables 4-5 present the number of 'yes' responses by category for each of the institutions represented in the survey. Only those institutions which replied 'yes' to at least one basic question are included. Table 4 lists universities by province with the total for each university (out of 15) displayed in the far right column. Table 5 supplies the same information for the colleges. Percentages are again repeated at the end of each table for ready reference.

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TABLE 3

SUMMARY OF RESPONSES BY CATEGORY, PROVINCE, AND TYPE OF INSTITUTION

	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	TOTAL
ATLANTIC PROVINCES																
Universities (9)	9	6	7	1	4	5	5	4	7	3	4	3	4	2	1	65
Colleges (2)	1	2	2	0	0	0	0	0	0	2	2	1	0	1	1	12
Total:	10	8	9	1	4	5	5	4	7	5	6	4	4	3	2	77
QUEBEC																
Universities (4)	2	3	3	1	3	3	3	1	3	2	3	0	1	0	0	28
Colleges (2)	2	0	2	0	0	0	0	0	0	0	1	0	1	0	0	6
Total:	4	3	5	1	3	3	3	1	3	2	4	0	2	0	0	34
ONTARIO																
Universities (10)	9	10	9	3	9	9	7	7	10	7	3	5	9	6	1	104
Colleges (4)	3	2	2	1	1	2	3	1	1	2	3	c	1	2	1	25
Total:	12	12	11	4	10	11	10	8	11	9	6	5	10	8	2	129
MANITOBA																
Universities (2)	2	2	2	1	2	2	2	1	2	2	2	2	2	2	1	27
Colleges (5)	4	4	4	1	2	3	3	1	0	3	3	1	2	1	0	32
Total:	6	6	6	2	4	5	5	2	2	5	5	3	4	3	1	59
SASKATCHEWAN																
Universities (2)	2	2	2	1	2	1	1	2	1	0	2	0	0	1	0	17
Colleges (4)	2	2	3	2	1	1	1	1	0	2	4	2	2	2	1	26
Total:	4	4	5	3	3	2	2	3	1	2	6	2	2	3	1	43
ALBERTA																
Universities (4)	4	3	4	2	2	2	2	3	4	2	2	1	2	2	2	37
Colleges (10)	5	8	9	5	4	2	3	?	4	5	7	1	2	1	0	58
Total:	9	11	13	7	6	4	5	5	8	7	9	2	4	3	2	95

TABLE 3

SUMMARY OF RESPONSES BY CATEGORY, PROVINCE, AND TYPE OF INSTITUTION

	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	TOTAL
BRITISH COLUMBIA																
Universities (4)	2	4	4	4	4	4	3	4	3	4	3	3	4	3	2	51
Colleges (12)	8	12	11	6	10	6	6	5	7	11	11	3	4	4	0	104
Total:	10	16	15	10	14	10	9	9	10	15	14	6	8	7	2	155
GRAND TOTALS:																
Universities (35)	30	30	31	13	26	26	23	22	30	20	19	14	22	16	7	329
Colleges (39)	25	30	33	15	18	14	16	10	12	25	31	8	12	11	3	263
Total:	55	60	64	28	44	40	39	32	42	45	50	22	34	27	10	592
% WITH LIBRARY SERVICES																
Universities (35)	86%	86%	89%	37%	74%	74%	66%	63%	86%	57%	54%	40%	63%	46%	20%	
Colleges (39)	64%	77%	85%	38%	46%	36%	41%	26%	31%	64%	79%	21%	31%	28%	8%	
All institutions (74)	74%	81%	86%	38%	59%	54%	53%	43%	57%	61%	68%	30%	46%	36%	14%	
% WITH OFF-CAMPUS COURSES																
Universities (37)	81%	81%	84%	35%	70%	70%	62%	59%	81%	54%	51%	38%	59%	43%	19%	
Colleges (46)	54%	65%	72%	33%	39%	30%	35%	22%	26%	54%	67%	17%	26%	24%	7%	
All institutions (83)	66%	72%	77%	34%	53%	48%	47%	39%	51%	54%	60%	27%	41%	33%	12%	

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TABLE 3

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TABLE 4

TABLE 4

INSTITUTIONAL RESPONSES BY CATEGORY AND PROVINCE: UNIVERSITIES

LIBRARY NAME	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Adver..	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	TOTAL
ATLANTIC PROVINCES																
Dalhousie Univ.	1	1	1	0	0	1	0	1	1	0	0	0	0	0	0	6
Memorial Univ.	1	1	1	1	1	1	1	0	1	0	0	0	0	1	0	9
Mount Allison Univ.	1	1	0	0	1	1	1	0	0	0	1	0	0	0	0	6
Mount St. Vincent U.	1	1	1	0	1	0	1	0	1	0	1	1	1	0	0	9
St. Francis Xavier U	1	1	1	0	0	1	1	1	1	1	1	1	1	1	1	13
Saint Mary's Univ.	1	0	1	0	0	0	0	1	1	1	0	0	1	0	0	6
Univ. de Moncton	1	0	1	0	0	0	0	0	1	1	0	0	0	0	0	4
U. of New Brunswick	1	1	1	0	1	1	1	1	1	0	1	1	1	0	0	11
U. of P.E.I.	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TOTAL:	9	6	7	1	4	5	5	4	7	3	4	3	4	2	1	65
QUEBEC																
Univ. Laval	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
U.Q. a Abitibi-Tem.	1	1	1	0	1	1	1	0	1	1	1	0	0	0	0	9
U.Q. a Chicoutimi	0	1	1	0	1	1	1	0	1	0	1	0	1	0	0	8
U.Q. a Rimouski	0	1	1	1	1	1	1	1	1	1	1	0	0	0	0	10
TOTAL:	2	3	3	1	3	3	3	1	3	2	3	0	1	0	0	28
ONTARIO																
Brock Univ.	1	1	1	0	1	1	1	1	1	0	0	1	1	0	0	10
Lakehead Univ.	1	1	1	1	1	1	1	1	1	0	0	1	1	0	0	11
Laurentian Univ.	1	1	1	1	1	1	1	0	1	1	0	0	1	1	1	12
O.I.S.E.	1	1	1	0	1	1	1	1	1	1	0	0	1	1	0	11
Trent Univ.	1	1	1	1	1	0	1	0	1	1	1	1	1	1	0	12
U. of Ottawa	1	1	1	0	1	1	1	1	1	0	0	1	1	0	0	10
U. of Western Ont.	1	1	1	0	1	1	0	1	1	1	1	0	1	1	0	11
U. of Windsor	1	1	1	0	1	1	1	1	1	1	0	0	0	1	0	10
Wilfrid Laurier U.	1	1	1	0	1	1	0	0	1	1	0	1	1	1	0	10
York Univ.	0	1	0	0	0	1	0	1	1	1	1	0	1	0	0	7
TOTAL:	9	10	9	3	9	9	7	7	10	7	3	5	9	6	1	104

TABLE 4

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INSTITUTIONAL RESPONSES BY CATEGORY AND PROVINCE: UNIVERSITIES

LIBRARY NAME	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	TOTAL
MANITOBA																
Brandon Univ.	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	14
U. of Manitoba	1	1	1	0	1	1	1	0	1	1	1	1	1	1	1	13
TOTAL:	2	2	2	1	2	2	2	1	2	2	2	2	2	2	1	27
SASKATCHEWAN																
U. of Regina	1	1	1	0	1	0	0	1	1	0	!	0	0	0	0	7
U. of Saskatchewan	1	1	1	1	1	1	1	1	0	0	1	0	0	1	0	10
TOTAL:	2	2	2	1	2	1	1	2	1	0	2	0	0	1	0	17
ALBERTA																
Athabasca Univ.	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15
U. of Alberta	1	1	1	0	1	1	1	1	1	1	0	0	1	1	0	11
U. of Calgary	1	1	1	1	0	0	0	1	1	0	0	0	0	0	0	6
U. of Lethbridge	1	0	1	0	0	0	0	0	1	0	1	0	0	0	1	5
TOTAL:	4	3	4	2	2	2	2	3	4	2	2	1	2	2	2	37
BRITISH COLUMBIA																
Open Univ. of B.C.	0	1	1	1	1	1	0	1	0	1	1	1	1	1	1	12
Simon Fraser	0	1	1	1	1	1	1	1	1	1	1	0	1	0	0	11
U. of Brit. Columbia	1	1	1	1	1	1	1	1	1	1	0	1	1	1	0	13
U. of Victoria	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15
TOTAL:	2	4	4	4	4	4	3	4	3	4	3	3	4	3	2	51
GRAND TOTAL:	30	30	31	13	26	26	23	22	30	20	19	14	22	16	7	329
% of universities with library services (35)	86%	86%	39%	37%	74%	74%	66%	63%	86%	57%	54%	40%	63%	46%	20%	
% of universities with off-campus courses (37)	81%	81%	84%	35%	70%	70%	62%	59%	81%	54%	51%	38%	59%	43%	19%	

TABLE 5

INSTITUTIONAL RESPONSES BY CATEGORY AND PROVINCE: COLLEGES

LIBRARY NAME	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	TOTAL
ATLANTIC PROVINCES																
Marine Institute	0	1	1	0	0	0	0	0	0	1	1	1	0	1	1	7
West. Reg. Com. Col.	1	1	1	0	0	0	0	0	0	1	1	0	0	0	0	5
TOTAL:	1	2	2	0	0	0	0	0	0	2	2	1	0	1	1	12
QUEBEC																
Cegep d'Alma	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	3
Vanier College	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	3
TOTAL:	2	0	2	0	0	0	0	0	0	0	1	0	1	0	0	6
ONTARIO																
Cambrian College	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
Confederation Col.	1	0	0	0	0	0	1	1	1	0	1	0	1	0	0	6
Mohawk College	0	1	1	1	0	1	1	0	0	1	1	0	0	0	1	8
Tor. Inst. Med. Tech	1	1	1	0	1	1	1	0	0	1	1	0	0	1	0	9
TOTAL:	3	2	2	1	1	2	3	1	1	2	3	0	1	2	1	25
MANITOBA																
Keewatin Com. Col.	1	1	1	0	1	1	1	1	0	1	1	0	1	1	0	11
Red River Com. Col.	1	1	1	1	1	1	1	0	0	1	1	1	1	0	0	11
St. Andrew's Col.	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	3
Steinbach Bible Col.	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	3
Winnipeg Bible Col.	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	4
TOTAL:	4	4	4	1	2	3	3	1	0	3	3	1	2	1	0	32
SASKATCHEWAN																
St. Andrew's Col.	0	1	1	1	0	0	0	0	0	1	1	0	0	0	0	5
Sask. Ind. Fed. Col.	1	1	1	1	1	0	0	1	0	0	1	1	1	1	1	11
S.A.I.T., Kelsey	1	0	0	0	0	1	1	0	0	0	1	1	1	1	0	7
S.A.I.T., Wascana	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	3
TOTAL:	2	2	3	2	1	1	1	1	0	2	4	2	2	2	1	26

TABLE 5

TABLE 5

INSTITUTIONAL RESPONSES BY CATEGORY AND PROVINCE: COLLEGES

LIBRARY NAME	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	TOTAL
ALBERTA																
Alb. Voc. Centre	0	1	1	1	0	0	0	0	0	0	1	0	0	0	0	4
Fairview College	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	4
Grande Prairie R.C.	1	1	1	0	1	1	1	0	0	1	1	0	0	0	0	8
Grant MacEwan C.C.	1	1	1	0	0	0	1	0	0	1	1	0	0	0	0	6
Keyano College	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Lethbridge C.C.	1	1	1	1	1	0	0	1	1	0	0	0	1	0	0	8
Mt. Royal College	0	1	1	1	1	1	1	1	1	1	0	1	1	0	0	11
N. Alb. Inst. Tech.	0	0	1	0	0	0	0	0	1	1	1	0	0	0	0	4
Red Deer College	1	1	1	1	0	0	0	0	0	0	1	0	0	0	0	5
Westerra Institute	0	1	1	1	1	0	0	0	1	0	1	0	0	1	0	7
TOTAL:	5	8	9	5	4	2	3	2	4	5	7	1	2	1	0	58
BRITISH COLUMBIA																
Cariboo College	1	1	1	0	1	1	1	1	1	1	1	1	1	1	0	13
College of New Cal.	1	1	1	1	1	1	0	1	1	1	1	1	1	0	0	12
E. Kootenay Com. Col	1	1	1	1	1	1	1	1	1	1	1	0	0	0	0	11
Justice Institute	0	1	1	0	1	1	1	1	1	1	0	0	1	1	0	10
Malaspina College	1	1	1	1	1	1	1	0	0	1	1	1	1	1	0	12
North Island College	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0	4
Northern Lights Col.	1	1	1	1	1	0	0	0	0	1	1	0	0	1	0	8
Northwest Com. Col.	1	1	1	0	1	0	0	0	0	1	1	0	0	0	0	6
Okanagan College	0	1	1	0	1	0	0	0	1	0	1	0	0	0	0	5
Selkirk College	0	1	1	1	1	1	1	0	1	1	1	0	0	0	0	9
Vancouver Com. Col.	0	1	1	0	1	0	0	1	0	1	1	0	0	0	0	6
Yukon College	1	1	1	1	0	0	1	0	1	1	1	0	0	0	0	8
TOTAL:	8	12	11	6	10	6	6	5	7	11	11	3	4	4	0	104
GRAND TOTAL:	25	30	33	15	18	14	16	10	12	25	31	8	12	11	3	263
% of colleges with library services (39)	64%	77%	85%	38%	46%	36%	41%	26%	31%	64%	79%	21%	31%	28%	8%	
% of colleges with off-campus courses (46)	54%	65%	72%	33%	39%	30%	35%	22%	26%	54%	67%	17%	26%	24%	7%	

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TABLE 5

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COMPARISON OF 1º 4 AND 1988 SURVEY RESULTS

One of the objectives of the current survey was to determine whether the universities which responded to the 1984/85 survey have altered their library services to off-campus students in the intervening four years. In order to compare services, the basic questions in the first thirteen categories were kept identical to those used in the 1984/85 survey. Using the same spreadsheet system for both 1984 and 1988 data, **Table 6** provides a comparison of the total affirmative responses for each university which responded to the first survey. The same information is provided in graph form in **Graph 8**. Institutional responses to individual questions in the 1984/85 survey are displayed in **Table 7**. Responses to those same questions in the current survey are presented in **Table 8**.

In summary, between 1984 and 1988:

> 9 universities (38%) increased their level of library
>   support for off-campus programs,
> 8 universities (33%) maintained the same level of support,
> 5 universities (21%) decreased their level of support.

Two of the universities which responded to the first survey (8%) did not respond to the current survey.

TABLE 6

COMPARISON OF 1984 AND 1988 SURVEY RESULTS: UNIVERSITIES

LIBRARY NAME	TOTAL/84	TOTAL/88
*Acadia Univ.	5	*
Athabasca Univ.	8	13
Brandon Univ.	13	13
Brock Univ.	9	10
Lakehead Univ.	11	11
Laurentian Univ.	9	10
Memorial Univ.	2	8
Mount St. Vincent U.	9	9
Open Learning Inst.	10	10
*Queen's Univ.	2	*
Simon Fraser U.	11	11
Trent Univ.	12	11
U. of Alberta	7	10
U. of Brit. Columbia	12	12
U. of Calgary	8	6
U. of Lethbridge	5	4
U. of Manitoba	12	11
U. of Ottawa	11	10
U. of P.E.I.	1	1
U. of Saskatchewan	5	9
U. of Victoria	13	13
U. of Western Ont.	8	10
U. of Windsor	4	9
York Univ.	6	7
TOTAL:	193	208

* 1988 survey not returned

GRAPH 8

LIBRARY EXTENSION SERVICES
Comparision 1984 / 1988

University

Service rating

☐ 1984   ■ 1988
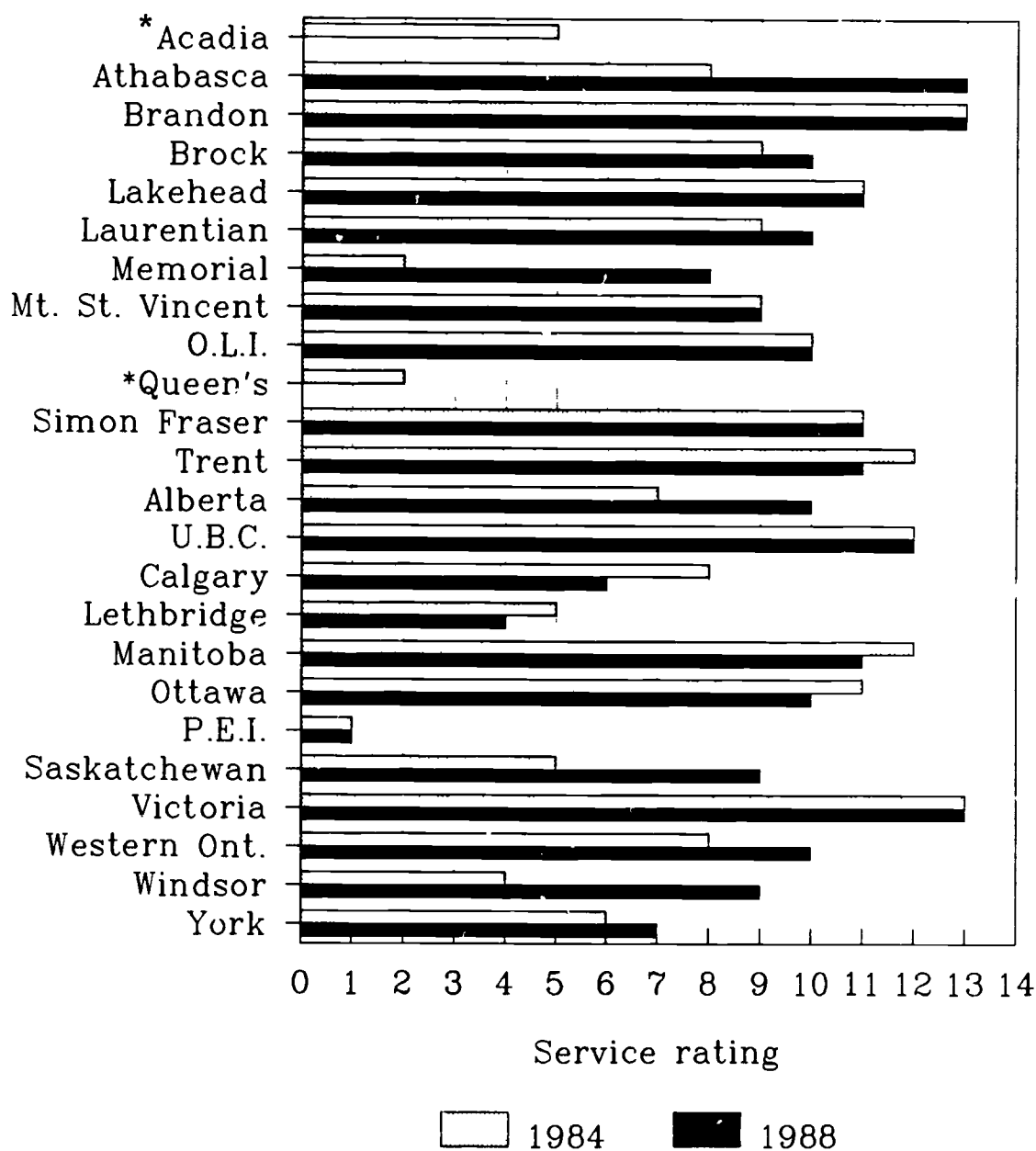
*1988 survey not returned

TABLE 7

INSTITUTIONAL RESPONSES FROM 1984 SURVEY BY CATEGORY: UNIVERSITIES

LIBRARY NAME	Core Col.	Sp.Req.	Ref.Q.	Phone	Advert.	Libr'n	Staff	Instr.	Online	ILL	Charge	Assess.	Eval.	TOTAL
Acadia Univ.	1	1	1	0	0	0	0	0	1	1	0	0	0	5
Athabasca Univ.	0	1	1	0	1	1	1	0	1	1	1	0	0	8
Brandon Univ.	1	1	1	1	1	1	1	1	1	1	1	1	1	13
Brock Univ.	1	0	0	0	1	0	1	1	1	1	1	1	1	9
Lakehead Univ.	1	1	1	1	1	1	1	0	1	0	1	1	1	1:
Laurentian Univ.	1	1	1	1	1	0	1	0	0	1	1	1	0	9
Memorial Univ.	0	1	1.	0	0	0	0	0	0	0	0	0	0	2
Mount St. Vincent U.	1	1	1	0	1	0	1	0	1	0	1	1	1	9
Open Learning Inst.	0	1	1	1	1	1	0	1	0	1	1	1	1	10
Queen's Univ.	0	1	0	0	1	0	0	0	0	0	0	0	0	2
Simon Fraser U.	0	1	1	1	1	1	1	0	1	1	1	1	1	11
Trent Univ.	1	1	1	1	1	0	1	1	1	1	1	1	1	12
U. of Alberta	1	1	1	0	0	0	0	1	1	0	0	1	1	7
U. of Brit. Columbia	1	1	1	1	1	1	1	0	1	1	1	1	1	12
U. of Calgary	1	1	1	0	0	0	0	1	1	1	0	1	1	8
U. of Lethbridge	1	1	0	0	0	0	0	0	1	0	1	0	1	5
U. of Manitoba	1	1	1	0	1	1	1	1	1	1	1	1	1	12
U. of Ottawa	1	1	1	0	1	1	0	1	1	1	1	1	1	11
U. of P.E.I.	1	0	0	0	0	0	0	0	0	0	0	0	0	1
U. of Saskatchewan	1	1	1	0	1	0	0	0	0	0	1	0	0	5
U. of Victoria	1	1	1	1	1	1	1	1	1	1	1	1	1	13
U. of Western Ont.	1	1	1	1	1	1	1	0	0	0	0	0	1	8
U. of Windsor	1	0	0	0	0	0	1	0	0	0	1	0	1	4
York Univ.	0	1	1	0	0	0	1	1	0	0	0	1	1	6
TOTAL	18	21	19	9	16	10	14	10	15	13	16	15	17	193

TABLE 8

INSTITUTIONAL REPONSES FROM 1988 SURVEY BY CATEGORY: UNIVERSITIES REPRESENTED IN 1984 SURVEY

LIBRARY NAME	Core Col.	Sp.Req.	Ref.Q.	Phone	Advert.	Libr'n	Staff	Instr.	Online	ILL	Charge	Assess.	Eval.	TOTAL
*Acadia Univ.	0	0	0	U	0	0	0	0	0	0	0	0	0	*
Athabasca Univ.	1	1	1	1	1	1	1	1	1	1	1	1	1	13
Brandon Univ.	1	1	1	1	1	1	1	1	1	1	1	1	1	13
Brock Univ.	1	1	1	U	1	1	1	1	1	0	0	1	1	10
Lakehead Univ.	1	1	1	1	1	1	1	1	1	0	0	1	1	11
Laurentian Univ.	1	1	1	1	1	1	1	0	1	1	0	0	1	10
Memorial Univ.	1	1	1	1	1	1	1	0	1	0	0	0	0	8
Mount St. Vincent U.	1	1	1	0	1	0	1	0	1	0	1	1	1	9
Open Learning Inst.	0	1	1	1	1	1	0	1	0	1	1	1	1	10
*Queen's Univ.	0	0	0	0	0	0	0	0	0	0	0	0	0	*
Simon Fraser U.	0	1	1	1	1	1	1	1	1	1	1	0	1	11
Trent Univ.	1	1	1	1	1	0	1	0	1	1	1	1	1	11
U. of Alberta	1	1	1	0	1	1	1	1	1	1	0	0	1	10
U. of Brit. Columbia	1	1	1	1	1	1	1	1	1	1	0	1	1	12
U. of Calgary	1	1	1	1	0	0	0	1	1	0	0	0	0	6
U. of Lethbridge	1	0	1	0	0	0	0	0	1	0	1	0	0	4
U. of Manitoba	1	1	1	0	1	1	1	0	1	1	1	1	1	11
U. of Ottawa	1	1	1	0	1	1	1	1	1	0	0	1	1	10
U. of P.E.I.	1	0	0	0	0	0	0	0	0	0	0	0	0	1
U. of Saskatchewan	1	1	1	1	1	1	1	1	0	0	1	0	0	9
U. of Victoria	1	1	1	1	1	1	1	1	1	1	1	1	1	13
U. of Western Ont.	1	1	1	0	1	1	0	1	1	1	1	0	1	10
U. of Windsor	1	1	1	0	1	1	1	1	1	1	0	0	0	9
York Univ.	0	1	0	0	0	1	0	1	1	1	1	0	1	7
TOTAL	19	20	20	12	18	17	16	15	19	13	12	11	16	208

* 1988 survey not returned

TABLE 8

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SURVEY RESULTS BY INSTITUTIONAL PROGRAM SIZE

On p.9 of this report, five numerical ranges were established to summarize the number of ^ff-campus and distance education courses offered by universities and colleges which have some level of off-campus library support. These five ranges are used in Tables 9-13 to group affirmative responses to the fifteen basic questions. Table 9 summarizes responses from both types of institution by program size. Tables 10-11 summarize this information for universities and colleges respectively. Tables 12-13 list institutional responses by program size. In all five tables, percentages have been calculated for each of the fifteen categories based on the number of institutions in each program size range.

No clear pattern is apparent in comparing category and institutional totals with program size. Institutions in the lower program size ranges have high response rates in some categories while institutions in higher ranges have low response rates in other categories. Using the institutional totals of the fifteen categories as a means of comparison, universities in the top three ranges have slightly higher average scores than the universities in the bottom two ranges and in the "not reported" range. Universities in the middle range (50-99 courses) have a slightly higher average score than universities in the top two ranges. Colleges in all ranges, with the exception of those in the first range (1-9 courses), have the same average score.

The following table provides a summary by type of institution of the average scores (out of '5) for each program size range:

| | Average Scores | |
Program Size Range	Univ.	Coll.
150+ Courses	10	7
100-149 Courses	10	7
50-99 Courses	11	7
10-49 Courses	8	7
1-9 Courses	9	6
Size Not Reported	8	7

This data implies that the size of an institution's off-campus program does not significantly alter the level of library support which an institution is prepared to provide.

TABLE 9

SUMMARY OF RESPONSES BY CATEGORY AND PROGRAM SIZE:
ALL INSTITUTIONS

Program Size	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.
150+ courses	5	6	6	3	5	3	3	4	3	5	5	3	4	3	3
% (out of 7)	71%	86%	86%	43%	71%	43%	43%	57%	43%	71%	71%	43%	57%	43%	43%
100-149 courses	12	14	14	7	12	11	10	10	10	9	12	5	8	6	1
% (out of 16)	75%	88%	88%	44%	75%	69%	63%	63%	63%	56%	75%	31%	50%	38%	6%
50-99 courses	10	10	10	6	9	8	8	5	7	7	6	4	6	7	2
% (out of 11)	91%	91%	91%	55%	82%	73%	73%	45%	64%	64%	55%	36%	55%	64%	18%
10-49 courses	16	14	17	7	11	7	10	5	13	11	14	5	8	4	1
% (out of 19)	84%	74%	89%	37%	58%	37%	53%	26%	68%	58%	74%	26%	42%	21%	5%
1-9 courses	10	7	9	3	4	6	4	5	5	4	5	3	5	4	1
% (out of 12)	83%	58%	75%	25%	33%	50%	33%	42%	42%	33%	42%	25%	42%	33%	8%
size not reported	2	9	8	2	3	5	4	3	4	9	8	2	3	3	2
% (out of 9)	22%	100%	89%	22%	33%	56%	44%	33%	44%	100%	89%	22%	33%	33%	22%
TOTAL offering service	55	60	64	28	44	40	39	32	42	45	50	22	34	27	10
% (out of 74)	74%	81%	86%	38%	59%	54%	53%	43%	57%	61%	68%	30%	46%	36%	14%

TABLE 9

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TABLE 10

SUMMARY OF RESPONSES BY CATEGORY AND PROGRAM SIZE:
UNIVERSITIES

Program Size	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.
150+ courses	3	3	3	2	3	3	2	2	2	3	3	3	3	3	3
% (out of 4)	75%	75%	75%	50%	75%	75%	50%	50%	50%	75%	75%	75%	75%	75%	75%
100-149 courses	8	11	11	5	10	9	8	10	10	5	7	3	6	4	1
% (out of 11)	73%	100%	100%	45%	91%	82%	73%	91%	91%	45%	64%	27%	55%	36%	9%
50-99 courses	7	7	6	5	7	7	7	4	6	4	2	3	5	5	1
% (out of 7)	100%	100%	86%	71%	100%	100%	100%	57%	86%	57%	29%	43%	71%	71%	14%
10-49 courses	9	5	8	1	5	3	4	3	8	5	4	4	6	3	1
% (out of 9)	100%	56%	89%	11%	56%	33%	44%	33%	89%	56%	44%	44%	67%	33%	11%
1-9 courses	2	2	2	0	0	2	1	2	2	1	1	1	1	1	1
% (out of 2)	100%	100%	100%	0%	0%	100%	50%	100%	100%	50%	50%	50%	50%	50%	50%
size not reported	1	2	1	0	1	2	1		2	2	2	0	1	0	0
% (out of 2)	50%	100%	50%	0%	50%	100%	50%	50%	100%	100%	100%	0%	50%	0%	0%
TOTAL offering service	30	30	31	13	26	26	23	22	30	20	19	14	22	16	7
% (out of 35)	86%	86%	89%	37%	74%	74%	66%	63%	86%	57%	54%	40%	63%	46%	20%

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TABLE 11

SUMMARY OF RESPONSES BY CATEGORY AND PROGRAM SIZE:
COLLEGES

Program Size	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.
COLLEGES															
150+ courses	2	3	3	1	2	0	1	2	1	2	2	0	1	0	0
X (out of 3)	67%	100%	100%	33%	67%	0%	33%	67%	33%	67%	67%	0%	33%	0%	0%
100·149 courses	4	3	3	2	2	2	2	0	0	4	5	2	2	2	0
X (out of 5)	80%	60%	60%	40%	40%	40%	40%	0%	0%	80%	100%	40%	40%	40%	0%
50·99 courses	3	3	4	1	2	1	1	1	1	3	4	1	1	2	1
X (out of 4)	75%	75%	100%	25%	50%	25%	25%	25%	25%	75%	100%	25%	25%	50%	25%
10-49 courses	7	9	9	6	6	4	6	2	5	6	10	1	2	1	0
X (out of 10)	70%	90%	90%	60%	60%	40%	60%	20%	50%	60%	100%	10%	20%	10%	0%
1-9 courses	8	5	7	3	4	4	3	3	3	3	4	2	4	3	0
X (out of 10)	80%	50%	70%	30%	40%	40%	30%	30%	30%	30%	40%	20%	40%	30%	0%
size not reported	1	7	7	2	2	3	3	2	2	7	6	2	2	3	2
X (out of 7)	14%	100%	100%	29%	29%	43%	43%	29%	29%	100%	86%	29%	29%	43%	29%
TOTAL offering service	25	30	33	15	18	14	16	10	12	25	31	8	12	11	3
X (out of 39)	64%	77%	85%	38%	46%	36%	41%	26%	31%	64%	79%	21%	31%	28%	8%

TABLE 11

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TABLE 12

INSTITUTIONAL RESPONSES BY CATEGORY AND PROGRAM SIZE:
UNIVERSITIES

	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	TOTAL
LEVEL 5 (150+ COURSES)																
Athabasca Univ.	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15
Open Univ. of B.C.	0	1	1	1	1	1	0	1	0	1	1	1	1	1	1	12
Univ. Laval	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
U. of Manitoba	1	1	1	0	1	1	1	0	1	1	1	1	1	1	1	13
TOTAL:	3	3	3	2	3	3	2	2	2	3	3	3	3	3	3	41
% of Level 5 universities	75%	75%	75%	50%	75%	75%	50%	50%	50%	75%	75%	75%	75%	75%	75%	
LEVEL 4 (100-149 COURSES)																
Brock Univ.	1	1	1	0	1	1	1	1	1	0	0	1	1	0	0	10
Simon Fraser U.	0	1	1	1	1	1	1	1	1	1	1	0	1	0	0	11
U.Q. a Chicoutimi	0	1	1	0	1	1	1	0	1	0	1	0	1	0	0	8
U.Q. a Rimouski	0	1	1	1	1	1	1	1	1	1	1	0	0	0	0	10
U. of Calgary	1	1	1	1	0	0	0	1	1	0	0	0	0	0	0	6
U. of Ottawa	1	1	1	0	1	1	1	1	1	0	0	1	1	0	0	10
U. of Regina	1	1	1	0	1	0	0	1	1	0	1	0	0	0	0	7
U. of Saskatchewan	1	1	1	1	1	1	1	1	0	0	1	0	0	1	0	10
U. of Victoria	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15
U. of Western Ont.	1	1	1	0	1	1	0	1	1	1	1	0	1	1	0	11
U. of Windsor	1	1	1	0	1	1	1	1	1	1	0	0	0	1	0	10
TOTAL:	8	11	11	5	10	9	8	10	10	5	7	3	6	4	1	108
% of Level 4 universities	73%	100%	100%	45%	91%	82%	73%	91%	91%	45%	64%	27%	55%	36%	9%	
LEVEL 3 (50-99 COURSES)																
Brandon Univ.	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	14
Lakehead Univ.	1	1	1	1	1	1	1	1	1	0	0	1	1	0	0	11
Laurentian Univ.	1	1	1	1	1	1	1	0	1	1	0	0	1	1	1	12
Memorial Univ.	1	1	1	1	1	1	1	0	1	0	0	0	0	1	0	9
Mount Allison Univ.	1	1	0	0	1	1	1	0	0	0	1	0	0	0	0	6
U. of Alberta	1	1	1	0	1	1	1	1	1	1	0	0	1	1	0	11
U. of Brit. Columbia	1	1	1	1	1	1	1	1	1	1	0	1	1	1	0	13
TOTAL:	7	7	6	5	7	7	7	4	6	4	2	3	5	5	1	76
% of Level 3 universities	100%	100%	86%	71%	100%	100%	100%	57%	86%	57%	29%	43%	71%	71%	14%	

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TABLE 12

TABLE 12

INSTITUTIONAL RESPONSES BY CATEGORY AND PROGRAM SIZE:
UNIVERSITIES

	(1) Core Col.	(2) Sp.Req.	(3) Rcf.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Ins.r.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	TOTAL
LEVEL 2 (10-49 COURSES)																
Mount St. Vincent U.	1	1	1	0	1	0	1	0	1	0	1	1	1	0	0	9
C.I.S.E.	1	1	1	0	1	1	1	1	1	1	0	0	1	1	0	11
Joint Mary's Univ.	1	0	1	0	0	0	0	1	1	1	0	0	1	0	0	6
Trent Univ.	1	1	1	1	1	0	1	0	1	1	1	1	1	1	0	12
Univ. de Moncton	1	0	1	0	0	0	0	0	:	1	0	0	0	0	0	4
U. of Lethbridge	1	0	1	0	0	0	0	0	1	0	1	0	0	0	1	5
U. of New Brunswick	1	1	1.	0	1	1	1	1	1	0	1	1	1	0	0	11
U. of P.E.I.	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Wilfrid Laurier U.	1	1	1	0	1	1	0	0	1	1	0	1	1	1	0	10
TOTAL:	9	5	8	1	5	3	4	3	8	5	4	4	6	3	1	69
% of Level 2 universities	100%	56%	89%	11%	56%	33%	44%	33%	89%	56%	44%	44%	67%	33%	11%	
LEVEL 1 (1-9 COURSES)																
Dalhousie Univ.	1	1	1	0	0	1	0	1	1	0	0	0	0	0	0	6
St. Francis Xavier U	1	1	1	0	0	1	1	1	1	1	1	1	1	1	1	13
TOTAL:	2	2	2	0	0	2	1	2	2	1	1	1	1	1	1	19
% of Level 1 universities	100%	100%	100%	0%	0%	100%	50%	100%	100%	50%	50%	50%	50%	50%	50%	
LEVEL NOT REPORTED																
U.Q. a Abitibi-Tem.	1	1	1	0	1	1	1	0	1	1	1	0	0	0	0	9
York Univ.	0	1	0	0	0	1	0	1	1	1	1	0	1	0	0	7
TOTAL:	1	2	1	0	1	2	1	1	2	2	2	0	1	0	0	16
GRAND TOTAL:	30	30	31	13	26	26	23	22	30	20	19	14	22	16	7	329
% of universities with library services (35)	86%	86%	89%	37%	74%	74%	66%	53%	86%	57%	54%	40%	63%	46%	20%	
% of universities with off-campus courses (37)	81%	81%	84%	35%	70%	70%	62%	59%	81%	54%	51%	38%	59%	43%	19%	

TABLE 12

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TABLE 13

INSTITUTIONAL RESPONSES BY CATEGORY AND PROGRAM SIZE:
COLLEGES

	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	TOTAL
LEVEL 5 (150+ COURSES)																
Grant MacEwan C.C.	1	1	1	0	0	0	1	0	0	1	1	0	0	0	0	6
Lethbridge C.C.	1	1	1	1	1	0	0	1	1	0	0	0	1	0	0	8
Vancouver Com. Col.	0	1	1	0	1	0	0	1	0	1	1	0	0	0	0	6
TOTAL:	2	3	3	1	2	0	1	2	1	2	2	0	1	0	0	20
% of Level 5 colleges	67%	100%	100%	33%	67%	0%	33%	67%	33%	67%	67%	0%	33%	0%	0%	
LEVEL 4 (100-149 COURSES)																
North Island College	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0	4
Northern Lights Col.	1	1	1	1	1	0	0	0	0	1	1	0	0	1	0	8
Red River Com. Col.	1	1	1	1	1	1	1	0	0	1	1	1	1	0	0	11
S.A I.T., Kelsey	1	0	0	0	0	1	1	0	0	0	1	1	1	1	0	7
S.A.I.T., Wascana	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	3
TOTAL:	4	3	3	2	2	2	2	0	0	4	5	2	2	2	0	33
% of Level 4 colleges	80%	60%	60%	40%	40%	40%	40%	0%	0%	80%	100%	40%	40%	40%	0%	
LEVEL 3 (50-99 COURSES)																
N. Alb. Inst. Tech.	0	0	1	0	0	0	0	0	1	1	1	0	0	0	0	4
Sask. Ind. Fed. Col.	1	1	1	1	1	0	0	1	0	0	1	1	1	1	1	11
Tor. Inst. Med. Tech	1	1	1	0	1	1	1	0	0	1	1	0	0	1	0	9
West. Reg. Com. Col.	1	1	1	0	0	0	0	0	0	1	1	0	0	0	0	5
TOTAL:	3	3	4	1	2	1	1	1	1	3	4	1	1	2	1	29
% or Level 3 colleges	75%	75%	100%	25%	50%	25%	25%	25%	25%	75%	100%	25%	25%	50%	25%	

TABLE 13

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TABLE 13

INSTITUTIONAL RESPONSES BY CATEGORY AND PROGRAM SIZE:
COLLEGES

	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess	(13) Eval.	(14) Fund.	(15) Cur.Dev.	TOTAL
LEVEL 2 (10-49 COURSES)																
Alb. Voc. Centre	0	1	1	1	0	0	0	0	0	0	1	0	0	0	0	4
Confederation Col.	1	0	0	0	0	0	1	1	1	0	1	0	1	0	0	6
E. Kootenay Com. Col	1	1	1	1	1	1	1	1	1	1	1	0	0	0	0	11
Grande Prairie R.C.	1	1	1	0	1	1	1	0	0	1	1	0	0	0	0	8
Malaspina College	1	1	1	1	1	1	1	0	0	1	1	1	1	1	0	12
Northwest Com. Col.	1	1	1	0	1	0	0	0	0	1	1	0	0	0	0	6
Okanagan College	0	1	1	0	1	0	0	0	1	0	1	0	0	0	0	5
Red Deer College	1	1	1	1	0	0	0	0	0	0	1	0	0	0	0	5
Selkirk College	0	1	1	1	1	1	1	0	1	1	1	0	0	0	0	9
Yukon College	1	1	1	1	0	0	1	0	1	1	1	0	0	0	0	8
TOTAL:	7	9	9	6	6	4	6	2	5	6	10	1	2	1	0	74
% of Level 2 colleges	70%	90%	90%	60%	60%	40%	60%	20%	50%	60%	100%	10%	20%	10%	0%	
LEVEL 1 (1-9 COURSES)																
Cambrian College	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
Cegep d'Alma	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	3
College of New Cal.	1	1	1	1	1	1	0	1	1	1	1	1	1	0	0	12
Keewatin Com. Col.	1	1	1	0	1	1	1	1	0	1	1	0	1	1	0	11
Keyano College	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Mt. Royal College	0	1	1	1	1	1	1	1	1	1	0	1	1	0	0	11
Steinbach Bible Col.	1	1	0	0	0	1	1	0	0	0	0	0	0	0	0	3
St. Andrew's Col, MA	1		1	0	0	0	0	0	0	0	0	0	0	0	0	3
Vanier College	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	3
Westerra Institute	0	1	1	1	1	0	0	0	1	0	1	0	0	1	0	7
TOTAL:	8	5	7	3	4	4	3	3	3	3	4	2	4	3	0	56
% of Level 1 colleges	80%	50%	70%	30%	40%	40%	30%	30%	30%	30%	40%	20%	40%	30%	0%	

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TABLE 13

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TABLE 13

INSTITUTIONAL RESPONSES BY CATEGORY AND PROGRAM SIZE:
COLLEGES

	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	TOTAL
LEVEL NOT REPORTED																
Cariboo College	1	1	1	0	1	1	1	1	1	1	1	1	1	1	0	13
Fairview College	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	4
Justice Inst. of B.C	0	1	1	0	1	1	1	1	1	1	0	0	1	1	0	'0
Marine Institute	0	1	1	0	0	0	0	:	0	1	1	1	0	1	1	7
Mohawk College	0	1	1	1	0	1	1	0	0	1	1	0	0	0	1	8
St. Andrew's Col, SA	0	1	1	1	0	0	0	0	0	1	1	0	0	0	0	5
Winnipeg Bible Col.	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	4
TOTAL:	1	7	7	2	2	3	3	2	2	7	6	2	2	3	2	51
GRAND TOTAL·	25	30	33	15	18	14	16	10	12	25	31	8	12	11	3	263
% of colleges with library services (39)	64%	77%	85%	38%	46%	36%	41%	26%	31%	64%	79%	21%	31.	28%	8%	
% of colleges with off-campus courses (46)	54%	65%	72%	33%	39%	30%	35%	22%	26%	54%	67%	17%	26%	24%	7%	

TABLE 13

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THE OFF-CAMPUS LIBRARY SERVICES INDEX

One of the objectives of this survey was to compare the levels of off-campus library support provided at different institutions across the country. The institutional totals of the fifteen categories listed in Tables 4-5 provide one means of comparison. Higher total: identify those institutions which are more involved in providing off-campus library services. However, the totals of affirmative responses to the fifteen basic questions only indicate an institution's willingness to provide services.

In order to obtain a more accurate picture of the level of off-campus library support provided by the different institutions, the numerical values assigned to Categories 1-3 in Tables 14-15 have been adjusted according to the volume of business reported in selected secondary questions. These secondary questions are: 1(h), 2(c), and 3(d). The other secondary questions which solicited statistical data did not produc enough consistent information to warrant including them in this analysis.

In the sections of this report pertaining to Cor Collections (p.12), Specific Request (p.15), and Reference Queries (p.18), five numerical ranges were established to report the statistics provided by the respondents. The numbers within each range vary from section to section depending on the volume of business reported for that particular question. For the purposes of analysis in this section, those five ranges were assigned values from 1 to 5, with 1' being the lowest and '5' being the highest. These values were applied to the first three categories in Tables 14-15 to replace the single-value descriptors. For example, if, in Category #2, an institution sent out over 5,000 specifically requested items to off-campus students, that institution's volume of activity would fall into Range 5 and they would be assigned a '5' in the Specific Requests column of the spreadsheet. If another institution sent out less than 100 items, their activity would fall into Range 1 and they would be assigned a '1' in the Specific Requests column. Institutions which responded 'yes' in one of these categories but did not report any statistics were automatically assigned a '1' in that category.

The addition of the adjusted scores for the first three categories to the single-value scores in the remaining twelve categories produces a maximum score of 27 for any institution. This revised score has been labelled the "Off-Campus Library Services Index". This Index provides a means of comparing the involvement of the different institutions in off-campus library services. Since it is a composite score, the Index reflects both an institution's willingness to support off-campus students and courses and its volume of activity in this area. Tables 14-15 list the Off-Campus Library Services Index scores for each institution by program size.

In Tables 16-17, institutions are ranked by their Index scores. For universities, the average Off-Campus Library Services Index score was 12 and for colleges, the average score was 7. This provides a rough measure for comparing levels of service. Universities with an Index of 12 or higher and colleges with an Index of 7 or greater are quite active in providing libr-? y support for their off-campus programs. Institutions with lower scores are less active in this area of library services.

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In the discussions of the first survey (Slade & Webb, 1985; Slade, 1987b), four levels were suggested as a means of classifying institutional involvement or activity in off-campus library services:

- high level of involvement
- very active
- active
- low level of involvement.

Using these four descriptors, the following ranges are proposed as a model for comparing institutions represented in the current survey:

	Univ. Index Range	Coll. Index Range
High Level	19–27	12–27
Very Active	12–18	7–11
Active	7–1i	4–6
Low Level	1–6	1–3

Tables 16–17 also list each institution's program size range (see p.53) to provide a comparison of involvement level with the number of off-campus and distance education courses offered by that institution. As noted in the previous section, program size does not seem to significantly alter the level of off-campus library service. Universities with higher Service Indexes tend to be in the top three program size ranges while colleges with higher Indexes fall into all ranges. Due to the wide distribution of program size ranges in relation to Index scores, it is apparent that there are other variables which influence the degree to which off-campus library support is provided. Some of these variables are identified in the Discussion section of this report.

TABLE 14

INSTITUTIONAL RESPONSES BY CATEGORY, PROGRAM SIZE, AND SERVICE INDEX:
UNIVERSITIES

	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	SERVICE INDEX
LEVEL 5 (150+ COURSES)																
Athabasca Univ.	3	5	4	1	1	1	1	1	1	1	1	1	1	1	1	24
Open Univ. of B.C.	0	4	5	1	1	1	0	1	0	1	1	1	1	1	1	19
Univ. Laval	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
U. oı Manitoba	1	4	4	0	1	1	ı	0	1	1	1	1	1	1	1	19
AVERAGE SERVICE INDEX:																16
LEVEL 4 (100-149 COURSES)																
Brock Univ.	1	2	1	ſ	1	1	1	1	1	0	0	1	1	0	0	11
Simon Fraser U.	0	5	2	1	1	1	1	1	1	1	1	0	1	0	0	16
U.Q. a Chicoutimi	0	1	1	0	1	1	1	0	1	0	1	0	1	0	0	
U.Q. a Rimouski	C	2	4	1	1	1	1	1	1	1	1	0	0	0	0	14
U. of Calgary	1	1	1	1	0	0	0	1	1	0	0	0	0	0	C	6
U. of Ottawa	3	1	1	0	1	1	1	1	1	0	0	1	1	0	0	12
U. of Regina	1	1	1	0	1	0	0	1	1	0	1	0	0	0	0	7
U. of Saskatchewan	2	2	3	1	1	1	1	1	0	0	1	0	0	1	0	14
U. of Victoria	3	4	4	1	1	1	1	1	1	1	1	1	1	1	1	23
U. of Western Ont.	1	3	1	0	1	1	0	1	1	1	1	0	1	1	0	13
U. of Windsor	2	1	1	0	1	1	1	1	1	1	0	0	0	1	0	11
AVERAGE SERVICE INDEX:																12
LEVEL 3 (50-99 COURSES)																
Brandon Univ.	1	4	1	1	1	1	1	1	1	1	1	1	1	1	0	17
Lakehead Univ.	3	2	2	1	1	1	1	1	1	0	0	1	1	0	0	15
Laurentian Univ.	2	4	1	1	1	1	1	J	1	1	0	0	1	1	1	16
Memorial Univ.	3	3	1	1	1	1	1	0	1	0	0	0	0	1	0	13
Mount Allison Univ.	1	1	0	0	1	1	1	0	0	0	1	0	0	0	0	6
U. of Alberta	2	2	1	0	1	1	1	1	1	1	0	0	1	1	0	13
U. of Brit. Columbia	2	5	3	1	1	1	1	1	1	1	0	1	1	1	0	20
AVERAGE SERVICE INDEX:																14

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TABLE 14

TABLE 14

INSTITUTIONAL RESPONSES BY CATEGORY, PROGRAM SIZE, AND SERVICE INDEX:
UNIVERSITIES

	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	SERVICE INDEX
LEVEL 2 (10-49 COURSES)																
Mount St. Vincent U.	1	1	1	0	1	0	1	0	1	0	1	1	1	0	0	9
O.I.S.E.	2	2	1	0	1	1	1	1	1	1	0	0	1	1	0	13
Saint Mary's Univ.	1	0	1	0	0	0	0	1	1	1	0	0	1	0	0	6
Trent Univ.	1	2	2	1	1	0	1	0	1	1	1	1	1	1	0	14
Univ. de Moncton	1	0	1	0	0	0	0	0	1	1	0	0	0	0	0	4
U. of Lethbridge	1	0	1	0	0	0	0	0	1	0	1	0	0	0	1	5
U. of New Brunswick	1	1	1	0	1	1	1	1	1	0	1	1	1	0	0	11
U. of P.E.I.	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Wilf·id Laurier U.	1	1	1	0	1	1	0	0	1	1	0	1	1	1	0	10
AVERAGE SERVICE INDEX:																8
LEVEL 1 (1-9 COURSES)																
Dalhousie Univ.	2	1	1	0	0	1	0	1	1	0	0	0	0	0	0	7
St. Francis Xavier U	1	1	1	0	0	1	1	1	1	1	1	1	1	1	1	13
AVERAGE SERVICE INDEX:																10
LEVEL NCT REPORTED																
U.Q. a Abitibi-Tem.	1	3	1	0	1	1	1	0	1	1	1	0	0	0	0	11
York Univ.	0	2	0	0	0	1	0	1	1	1	1	0	1	0	0	8
AVERAGE SERVICE INDEX:																10
AVERAGE SERVICE INDEX (ALL LEVELS):																12

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TABLE 14

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TABLE 15

INSTITUTIONAL RESPONSES BY CATEGORY, PROGRAM SIZE, AND SERVICE INDEX:
COLLEGES

	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Instr.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	SERVICE INDEX
LEVEL 5 (150+ COURSES)																
Grant MacEwan C.C.	3	1	1	0	0	0	1	0	0	1	1	0	0	0	0	8
Lethbridge C.C.	1	1	1	1	1	0	0	1	1	0	0	0	1	0	0	8
Vancouver Com. Col.	0	1	1	0	1	0	0	1	0	1	1	0	0	0	0	6
AVERAGE SERVICE INDEX:																7
LEVEL 4 (100-149 COURSES)																
North Island College	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0	4
Northern Lights Col.	1	1	1	1	1	0	0	0	0	1	1	0	0	1	0	8
Red River Com. Col.	1	1	1	1	1	1	1	0	0	1	1	1	1	0	0	11
S.A.I.T., Kelsey	2	0	0	0	0	1	1	0	0	0	1	1	1	1	0	8
S.A.I.T., Wascana	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	3
AVERAGE SERVICE INDEX:																7
LEVEL 3 (50-99 COURSES)																
N. Alb. Inst. Tech.	0	0	1	0	0	0	0	0	1	1	1	0	0	0	0	4
Sask. Ind. Fed. Col.	1	1	1	1	1	0	0	1	0	0	1	1	1	1	1	11
Tor. Inst. Med. Tech	5	2	1	0	1	1	1	0	0	1	1	0	0	1	0	14
West. Reg. Com. Col.	1	1	1	0	0	0	0	0	0	1	1	0	0	0	0	5
AVERAGE SERVICE INDEX:																9
LEVEL 2 (10-49 COURSES)																
Alb. Voc. Centre	0	1	1	1	0	0	0	0	0	0	1	0	0	0	0	4
Confederation Col.	5	0	0	0	0	0	1	1	1	0	1	0	1	0	0	10
E. Kootenay Com. Col	1	3	1	1	1	1	1	1	1	1	1	0	0	0	0	13
Grande Prairie R.C.	2	1	1	0	1	1	1	0	0	1	1	0	0	0	0	9
Malaspina College	1	1	1	1	1	1	1	0	0	1	1	1	1	1	0	12
Northwest Com. Col.	1	1	1	0	1	0	0	0	0	1	1	0	0	0	0	6
Okanagan College	0	2	1	0	1	0	0	0	1	0	1	0	0	0	0	6

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TABLE 15

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TABLE 15

INSTITUTIONAL RESPONSES BY CATEGORY, PROGRAM SIZE, AND SERVICE INDEX:
COLLEGES

	(1) Core Col.	(2) Sp.Req.	(3) Ref.Q.	(4) Phone	(5) Advert.	(6) Libr'n	(7) Staff	(8) Ins.r.	(9) Online	(10) ILL	(11) Charge	(12) Assess.	(13) Eval.	(14) Fund.	(15) Cur.Dev.	SERVICE INDEX
LEVEL 2 (Cont.)																
Red Deer College	1	1	1	1	u	0	0	0	0	0	1	0	0	0	0	5
Selkirk College	0	1	1	1	1	1	1	0	1	1	1	0	0	0	0	9
Yukon College	1	2	1	1	0	0	1	0	1	1	1	0	0	0	0	9
AVERAGE SERVICE INDEX:																8
LEVEL 1 (1-9 COURSES)																
Cambrian College	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
Cegep d'Alma	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	3
College of New Cal.	3	2	1	1	1	1	0	1	1	1	1	1	1		0	15
Keewatin Com. Col.	3	1	1	0	1	1	1	1	0	1	1	0	1	.	0	13
Keyano College	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Mt. Royal College	0	1	1	1	1	1	1	1	1	1	0	1	1	0	0	11
Steinbach Bible Col.	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	3
St. Andrew's Col, MA	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	4
Vanier College	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	3
Westerra Institute	0	1	1	1	1	0	0	0	1	0	1	0	0	1	0	7
AVERAGE SERVICE INDEX:																6
LEVEL NOT REPORTED																
Cariboo College	1	2	4	0	1	1	1	1	1	1	1	1	1	1	0	17
Fairview College	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	4
Justice Inst. of B.C	0	1	1	0	1	1	1	1	1	1	0	0	1	1	0	10
Marine Institute	0	1	1	0	0	0	0	0	0	1	1	1	0	1	1	7
Mohawk College	0	1	1	1	0	1	1	0	0	1	1	0	0	0	1	8
St. Andrew's Col, SA	0	1	1	1	0	0	0	0	0	1	1	0	0	0	0	5
Winnipeg Bible Col.	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	4
AVERAGE SERVICE INDEX:																8
AVERAGE SERVICE INDEX (ALL LEVELS):																7

TABLE 15

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TABLE 16

INSTITUTIONAL RANKING BY SERVICE INDEX:
UNIVERSITIES

	SERVICE INDEX	PROGRAM SIZE
Athabasca Univ.	24	5
U. of Victoria	23	4
U. cf Brit. Columbia	20	3
U. of Manitoba	19	5
Open Univ. of B.C.	19	5
Brandon Univ.	17	3
Simon Fraser U.	16	4
Laurentian Univ.	16	3
Lakehead Univ.	15	3
U. of Saskatchewan	14	4
U.Q. a Rimouski	14	4
Trent Univ.	14	2
U. of Western Ont.	13	4
Memorial Univ.	13	3
U. of Alberta	13	3
O.I.S.E.	13	2
St. Francis Xavier U	13	1
U. of Ottawa	12	4
U. of Windsor	11	4
Brock Univ.	11	4
U. of New Brunswick	11	2
U.Q. a Abitibi-Tem.	11	NR
Wilfrid Laurier U.	10	2
Mount St. Vincent U.	9	2
U.Q. a Chicoutimi	8	4
York Univ.	8	NR
U. of Regina	7	4
Dalhousie Univ.	7	1
U. of Calgary	6	4
Mount Allison Univ.	6	3
Saint Mary's Univ.	6	2
U. of Lethbridge	5	2
Univ. de Moncton	4	2
Univ. Laval	1	5
U. of P.E.I.	1	2

Average Service Index: 12

NR = Not Reported

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TABLE 17

INSTITUTIONAL RANKING BY SERVICE INDEX:
COLLEGES

	SERVICE INDEX	PROGRAM SIZE
Cariboo College	17	NR
Col'ege of New Cal.	15	1
Tor. Inst. Med. Tech	14	3
E. Kootenay Com. Col	13	2
Keewatir Com. Col.	13	1
Malaspina College	12	2
Red River Com. Col.	11	4
Sask. Ind. Fed. Col.	11	3
Mt. Royal College	11	1
Confederation Col.	10	2
Justice Inst. of B.C	10	NR
Grande Prairie R.C.	9	2
Yukon College	9	2
Selkirk College	9	2
Lethbridge C.C.	8	5
Grant MacEwan C.C.	8	5
Northern Lights Col.	8	4
S.A.I.T., Kelsey	8	4
Mohawk College	8	NR
Westerra Institute	7	1
Marine Institute	7	NR
Vancouver Com. Col.	6	5
Northwest Com. Col.	6	2
Okanagan College	6	2
West. Reg. Com. Col.	5	3
Red Deer College	5	2
St. Andrew's Col, SA	5	NR
North Island College	4	4
N. Alb. Inst. Tech.	4	3
Alb. Voc. Centre	4	2
Fairview College	4	NR
St. Andrew's Col, MA	4	1
Winnipeg Bible Col.	4	NR
S.A.I.T., Wascana	3	4
Vanier College	3	1
Cegep d'Alma	3	1
Steinbach Bible Col.	3	1
Keyano College	2	1
Cambrian College	2	1

Average Service Index: 7

NR = Not Reported

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LIBRARY OUTREACH SERVICES

Since many off-campus students have limited or no access to adequate library collections, an outreach service from the campus library is often the primary means through which these students can obtain additional books, articles, and other material for their course work. For the purposes of this survey, a basic library outreach service exists when an institution advertises that it will send specific items to individual off-campus students and will conduct literature searches for these students on request. To qualify as having an outreach service, an institution had to answer 'yes' to the basic questions in Categories #2 (Specific Requests), #3 (Reference Queries), and #5 (Advertisement of Services).

In order to determine which institutions had an established library outreach service for their off-campus students, the 'yes' responses to Categories #2, #3, and #5 are summarized in Tables 18-19. Following the summary of these responses, the next column indicates whether each institution qualifies as having an outreach service. For comparison, the second-to-last column states whether the institution offers distance education courses. Students taking distance education courses are usually dispersed over a large geographic area and tend to have less consistent access to library resources than students enrolled in traditional face-to-face off-campus courses (Slade, 1987a). Therefore, if an institution is to provide adequate library support for its distance education students, it really needs to have an outreach service. The last column in Tables 18-19 indicates whether an institution has both a library outreach service and distance education courses.

In summary, 71% of the universities and 46% of the colleges which have some level of off-campus library support qualify as having an established outreach service. In 1984/85, 58% of the universities represented in the first survey qualified as having an outreach service. Of the institutions which have distance education courses, 82% of the universities and 69% of the colleges also have established library outreach services. Further discussion of library outreach services occurs on pp.77-78 of this report.

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TABLE 18

LIBRARY OUTREACH SERVICES AND DISTANCE EDUCATION COURSES:
UNIVERSITIES

	SERVICE INDEX	Cat.#2 Spec.Req.	Cat.#3 Ref.Q.	Cat.#5 Advert.	Out-Reach	Dist. Educ.	Outr. & D.E.
LEVEL 5 (150+ COURSES)							
Athabasca Univ.	24	Yes	Yes	Yes	Yes	Yes	Yes
Open Univ. of B.C.	19	Yes	Yes	Yes	Yes	Yes	Yes
Univ. Laval	1	No	No	No	No	No	No
U. of Manitoba	19	Yes	Yes	Yes	Yes	Yes	Yes
AVERAGE SERVICE INDEX:	16						
LEVEL 4 (100-149 COURSES)							
Brock Univ.	11	Yes	Yes	Yes	Yes	No	No
Simon Fraser U.	16	Yes	Yes	Yes	Yes	Yes	Yes
U.Q. a Chicoutimi	8	Yes	Yes	Yes	Yes	No	No
U.Q. a Rimouski	14	Yes	Yes	Yes	Yes	No	No
U. of Calgary	6	Yes	Yes	No	No	No	No
U. of Ottawa	12	Yes	Yes	Yes	Yes	Yes	Yes
U. of Regina	7	Yes	Yes	Yes	Yes	Yes	Yes
U. of Saskatchewan	14	Yes	Yes	Yes	Yes	No	No
U. of Victoria	23	Yes	Yes	Yes	Yes	Yes	Yes
U. of Western Ont.	13	Yes	Yes	Yes	Yes	Yes	Yes
U. of Windsor	11	Yes	Yes	Yes	Yes	Yes	Yes
AVERAGE SERVICE INDEX:	12						
LEVEL 3 (50-99 COURSES)							
Brandon Univ.	17	Yes	Yes	Yes	Yes	Yes	Yes
Lakehead Univ.	15	Yes	Yes	Yes	Yes	No	No
Laurentian Univ.	16	Yes	Yes	Yes	Yes	Yes	Yes
Memorial Univ.	13	Yes	Yes	Yes	Yes	Yes	Yes
Mount Allison Univ.	6	Yes	No	Yes	No	Yes	No
U. of Alberta	13	Yes	Yes	Yes	Yes	Yes	Yes
U. of Brit. Columbia	20	Yes	Yes	Yes	Yes	Yes	Yes
AVERAGE SERVICE INDEX:	14						
LEVEL 2 (10-49 COURSES)							
Mount St. Vincent U.	9	Yes	Yes	Yes	Yes	Yes	Yes
O.I.S.E.	13	Yes	Yes	Yes	Yes	Yes	Yes
Saint Mary's Univ.	6	No	Yes	No	No	No	No
Trent Univ.	14	Yes	Yes	Yes	Yes	No	No
Univ. de Moncton	4	No	Yes	No	No	Yes	No
U. of Lethbridge	5	No	Yes	No	No	Yes	No
U. of New Brunswick	11	Yes	Yes	Yes	Yes	Yes	Yes
U. of P.E.I.	1	No	No	No	No	No	No
Wilfrid Laurier U.	10	Yes	Yes	Yes	Yes	Yes	Yes
AVERAGE SERVICE INDEX:	8						

TABLE 18

LIBRARY OUTREACH SERVICES AND DISTANCE EDUCATION COURSES:
UNIVERSITIES

	SERVICE INDEX	Cat.#2 Spec.Req.	Cat.#3 Ref.Q.	Cat.#5 Advert.	Out- Reach	Dist. Educ.	Outr. & D.E.
LEVEL 1 (1-9 COURSES)							
Dalhousie Univ.	7	Yes	Yes	No	No	Yes	No
St. Francis Xavier U	13	Yes	Yes	No	No	No	No
AVERAGE SERVICE INDEX:	10						
LEVEL NOT REPORTED							
U.Q. a Abitibi-Ten.	11	Yes	Yes	Yes	Yes	NR	NR
York Univ.	8	Yes	No	No	No	NR	No
AVERAGE SERVICE INDEX:	10						
AVERAGE SERVICE INDEX	12						
Total 'YES' Responses		30	31	26	25	22	18
% of universities with library services (35)		86%	89%	74%	71%	63%	51%
% of universities with dist. educ. courses (22)							82%

NR = Not Reported

TABLE 19

LIBRARY OUTREACH SERVICES AND DISTANCE EDUCATION COURSES:
COLLEGES

	SERVICE INDEX	Cat.#2 Spec.Req.	Cat.#3 Ref.Q.	Cat.#5 Advert.	Out· Reach	Dist. Educ.	Outr. & D.E.
LEVEL 5 (150+ COURSES)							
Grant MacEwan C.C.	8	Yes	Yes	No	No	Yes	No
Lethbridge C.C.	8	Yes	Yes	Yes	Yes	Yes	Yes
Vancouver Com. Col.	6	Yes	Yes	Yes	Yes	Yes	Yes
AVERAGE SERVICE INDEX:	7						
LEVEL 4 (100·149 COURSES)							
North Island College	4	Yes	No	No	No	No	No
Northern Lights Col.	8	Yes	Yes	Yes	Yes	Yes	Yes
Red River Com. Col.	11	Yes	Yes	Yes	Yes	Yes	Yes
S.A.I.T., Kelsey	8	No	No	No	No	No	No
S.A.I.T., Wascana	3	No	Yes	No	No	No	No
AVERAGE SERVICE INDEX:	7						
LEVEL 3 (50·79 COURSES)							
N. Alb. Inst. Tech.	4	No	Yes	No	No	Yes	No
Sask. Ind. Fed. Col.	11	Yes	Yes	Yes	Yes	No	No
Tor. Inst. Med. Tech	14	Yes	Yes	Yes	Yes	Yes	Yes
West. Reg. Com. Col.	5	Yes	Yes	No	No	No	No
AVERAGE SERVICE INDEX:	9						
LEVEL 2 (10-49 COURSES)							
Alb. Voc. Centre	4	Yes	Yes	No	No	No	No
Confederation Col.	10	No	No	No	No	Yes	No
E. Kootenay Com. Col	13	Yes	Yes	Yes	Yes	No	No
Grande Prair.e R.C.	9	Yes	Yes	Yes	Yes	No	No
Malaspina College	12	Yes	Yes	Yes	Yes	No	No
Northwest Com. Col.	6	Yes	Yes	Yes	Yes	Yes	Yes
Okanagan College	6	Yes	Yes	Yes	Yes	Yes	Yes
Red Deer College	5	Yes	Yes	No	No	Yes	No
Selkirk College	9	Yes	Yes	Yes	Yes	Yes	Yes
Yukon College	9	Yes	Yes	No	No	No	No
AVERAGE SERVICE INDEX:	8						
LEVEL 1 (1-9 COURSES)							
Cambrian College	2	No	No	No	No	Yes	No
Cegep d'Alma	3	No	Yes	No	No	No	No
College of New Cal.	15	Yes	Yes	Yes	Yes	Yes	Yes
Keewatin Com. Col.	13	Yes	Yes	Yes	Yes	No	No
Keyano College	2	No	No	No	No	No	No
Mt. Royal College	11	Yes	Yes	Yes	Yes	Yes	Yes
Steinbach Bible Col.	3	No	No	No	No	No	No
St. Andrew's Col, MA	4	Yes	Yes	No	No	No	No
Vanier College	3	No	Yes	No	No	No	No
Westerra Institute	7	Yes	Yes	Yes	Yes	Yes	Yes
AVERAGE SERVICE INDEX:	6						

TABLE 19

LIBRARY OUTREACH SERVICES AND DISTANCE EDUCATION COURSES:
COLLEGES

	SERVICE INDEX	Cat.#2 Spec.Req.	Cat.#3 Ref.Q.	Cat.#5 Advert.	Out- Reach	List. Educ.	Outr. & D.E.
LEVEL NOT REPORTED							
Cariboo College	17	Yes	Yes	Yes	Ye.	NR	NR
Fairview College	4	Yes	Yes	No	No	NR	No
Justice Inst. of B.C	10	Yes	Yes	Yes	Yes	NR	NR
Marine Institute	7	Yes	Yes	No	No	NR	No
Mohawk College	8	Yes	Yes	No	No	NR	No
St. Andrew's Col, SA	5	Yes	Yes	No	No	NR	No
Winnipeg Bible Col.	4	Yes	Yes	No	No	NR	No
AVERAGE SERVICE INDEX:	8						
AVERAGE SERVICE INDEX	7						
Total 'YES' Responses		30	33	18	18	16	11
% of colleges with library services (39)		77%	85%	46%	46%	41%	28%
% of colleges with dist. educ. courses (16)							69%

NR = Not Reported

<u>DISCUSSION</u>

OVERVIEW

The basic object've of this survey has been to determine the degree to which Canadian post-secondary institutions are providing library support for their off-campus and distance education students. This objective has been approached from two levels. The first level was to determine how many universities and colleges provide some type of library support for their off-campus students. The second level was to tabulate and compare the types of library support provided by those institutions.

In the first level, it was found that of the responding institutions with off-campus or distance education courses, 95% of the universities and 85% of the colleges do provide or are willing to provide some type of off-campus library support. This information is based on the number of affirmative responses to any of the first three basic questions in the survey. These figures imply that a majority of Canadian universities and colleges do offer off-campus library services. However, the response rate to the survey was 78% for universities and 53% for colleges. It is quite likely that several of the institutions which did not reply to the survey do have off-campus or distance education courses, but refused comment because they do not offer library support for those courses. Assuming that the survey sample was indeed exhaustive, it can be stated with assurance that at least 64% of the universities and 27% of the colleges in Canada are prepared to provide some library support for off-campus and distance education courses.

In the second level, it was found that amongst those institutions which do offer some off-campus library support, the majority are active in several areas of service. This is based on the number of affirmative responses to the fifteen basic questions. 89% of the universities and 62% of the colleges responded 'yes' to more than five basic questions. The number of affirmative responses by type of institution is summarized below:

Range of 'yes' Responses	Univ. (35)	Coll. (39)	Total (74)
11 - 15	15 (43%)	8 (21%)	23 (31%)
6 - 10	16 (46%)	16 (41%)	32 (43%)
1 - 5	4 (11%)	15 (38%)	19 (26%)

All percentages stated in the following discussion are based on the number of institutions which provide some level of off-campus library support.

HIGH RESPONSE CATEGORIES

The category which received the highest number of 'yes' responses from both universities and colleges was #3, Reference Queries, which asked if the library staff answer reference questions and conduct subject searches for individual off-campus students. 89% of the universities and 85% of the colleges responded in the affirmative to the basic question in this category. The intent behind this question was to determine which institutions sent library material, bibliographies, and computer searches to off-campus students to answer reference questions and to provide sources of information for course topics. The responses to the secondary questions in Category #3 indicate that a number of institutions used a limited interpretation of the basic question. Some institutions apparently responded 'yes' solely on the basis of reference questions from off-campus students which could be answered over the telephone and not on the basis of material supplied, as was the intent of the question. Since many libraries will respond to telephone reference questions from any type of patron in any location (provided the call is not collect), this interpretation of the question changes the significance of the results in Category #3. The confusion over this question was exemplified when one respondent replied with the following statement to the secondary question about the number of reference items sent out: "Our reference collection is non-circulating!" Only 43% of the universities and 46% of the colleges could supply any statistics for items sent to off-campus students in response to reference and subject queries. This indicates that the reliability of the high rate of affirmative response to Category #3 is questionable.

If another survey is conducted in the future, the basic question in Category #3 should be revised to avoid this misunderstanding. In addition, secondary questions should be added to determine if an institution's off-campus students have access to an online or microfiche catalog of the campus library's holdings and access to bibliographic resources at local libraries. These factors would reduce the off-campus student's dependence on the campus library for reference queries and subject searches.

The category which received the second highest overall response was #2, Specific Requests. The basic question in this category asked if the library staff send specific material to individual off-campus students on request. 86% of the universities and 77% of the colleges replied 'yes' to this question. However, only 74% of the universities and 59% of the colleges were able to provide any statistics on the number of items sent to off-campus students. Some respondents indicated that they were prepared to supply material, but there had been little or no demand in the past twelve months. A few institutions replied that they were gearing up for a forthcoming program, but the courses had not yet started.

The secondary questions in Category #2 did not inquire about the adequacy of local library holdings, a factor which could influence the off-campus student's need to request specific material from the campus library. In areas of the United States where there is a high concentration of universities and colleges, a common approach to off-campus library services is a contractual arrangement between the 'home' institution and another

library. Under such an arrangement, the other library would provide full access and services for the 'home' institution's off-campus students in return for a fee or some other means of compensation. While the existence of contractual arrangements has not been publicized in Canada, a future survey should inquire into this area of off-campus library services. In addition, one or more questions should be developed to determine the adequacy of local libraries for off-campus students. For those institutions which reported little or no demand for specific material, it would be interesting to learn if this is a result of adequate local collections, ineffective advertising, or lack of faculty support.

Category #1, Core Collections, received the third highest overall response rate. The basic question in this category asked if a collection of books and articles is sent on request to the site of an off-campus course. 86% of the universities and 64% of the colleges responded in the affirmative to this basic question. In addition, 34% of the universities and 15% of the colleges indicated that they maintain a separate library or collection for off-campus courses. However, only 69% of the universities and 49% of the colleges were able to provide any statistics on the number of core collections sent out in a recent twelve month period.

Core collections represent library support for an off-campus course as a whole rather than support for individual off-campus students. The provision of core collections is only appropriate for those institutions which have a concentration of students in a particular geographic area. It was initially assumed that institutions which offered only distance education courses would not supply core collections due to geographic dispersion of the students. However, of the ten universities and colleges which offer only distance education courses, five (50%) indicated that they do handle core collections.

On p.70 of this report, library outreach services are discussed. 71% of the universities and 46% of the colleges qualified as having an outreach service. Of the institutions which do not have an outreach service, 90% of the universities and 62% of the colleges supply core collections. Of the institutions which do not provide core collections, 80% of the universities and 43% of the colleges have an outreach service. This data indicates that for some institutions either a core collection service or an outreach service is adequate by itself.

The distribution of core collection services and outreach services is as follows:

Type of Service	Univ. (35)	Coll. (39)	Total (74)
Core Coll. Only	9 (26%)	13 (33%)	22 (30%)
Outreach Only	4 (11%)	6 (15%)	10 (14%)
Both Services	21 (60%)	12 (31%)	33 (45%)
Neither Service	1 (3%)	8 (21%)	9 (11%)

Based on this analysis, 97% of the universities and 79% of the colleges .have either a core collections service or an outreach service or both. It would be useful in another survey to determine which factors influence an institution to offer one service without the other. There are a number of factors which could be relevant:

-adequacy of local collections,
-proximity of students to the campus library,
-geographic dispersion or concentration of students,
-faculty support,
-budget.

Secondary questions could be designed to test the influence of these .arious factors on the type of off-campus service offered.

LOW RESPONSE CATEGORIES

Just as Categories 1-3 were designed to examine the primary means of providing off-campus library support, Categories 12-15 were constructed to investigate the planning and administrative aspects of this support. On the whole, the response rate to this group of categories was relatively low. The category with the lowest response rate was #15, Curriculum Development. The basic question asked if a librarian is usually involved in the development of a new off-campus or distance education course. Only 20% of the universities and 8% of the colleges responded 'yes' to this question. The comments of one respondent who replied 'no' provide an indication of the problems in this area: "The answer to #15 is by far one of the most frustrating to admit. Because of this, we constantly get requests for a subject which we have little or nothing...I have tried continuously without much success here to emphasize this most important matter."

The category with the second lowest response rate was #12, Needs Assessments. The basic question inquired whether the library staff conduct needs assessments for off-campus courses and programs and use this information to plan library services. Only 40% of the universities and 21% of the colleges replied 'yes' to this question. Further information was obtained from the secondary questions: only 26% of the universities and 3% of the colleges indicated that they had a written statement of goals and objectives for off-campus library services. Only two universities (6%) and one college (3%) stated that they had a formal mechanism to link needs assessments to the funding for off-campus library services. When asked about the frequency of needs assessments, only 6% of the universities and 3% of the colleges reported that they conduct the assessments on a regular basis.

While Category #14, Finances/Funding, was not the next lowest in overall response rate, it still ranked low compared with most of the other categories. The basic question asked if the majority of off-campus library services are funded through a designated budget or a clearly defined financial process. 46% of the universities and 28% of the colleges responded in the affirmative to this question. 23% of the universities and 13% of the colleges indicated that funding is allocated either partially or

entirely from a source outside the Library. When asked about the allocation of separate amounts for the different areas of off-campus library services, relatively few institutions replied 'yes' to any of the twelve areas identified in secondary question #14(b). The only area which received a high affirmative response was Core Collections (37% of the universities and 13% of the colleges).

The information obtained from Categories #12, #14, and #15, implies that the planning process for off-campus library services in Canada is relatively underdeveloped. The ACRL Guidelines for Extended Campus Library Services (Assoc. for, 1982) stress Planning and Finances as important considerations in this area of librarianship. Categories #12 and #14 are largely based on these guidelines. The assumption underlying the issue of planning in this context is that effective off-campus library support cannot be provided on an ad hoc basis. To enhance the quality of off-campus programs, an institution has to recognize the need for non-traditional approaches to library services and establish mechanisms to anticipate and control the demand for material. It is apparent that Canadian universities and colleges are, for the most part, not actively involved in this anticipating and controlling process. A future survey should attempt to probe into this area in order to determine some of the factors which inhibit an institution from conducting formal needs assessments, budgeting specific amounts for off-campus library services, and working with faculty to coordinate the demand for library material. It is relevant to ask in this context if off-campus library services are an institutional priority and whether there is active lobbying for enhanced planning and support in this area.

VOLUME OF BUSINESS

It is interesting to note that while a major . of the institutions with off-campus and distance education courses are prepared to supply core collections, specific library items, and subject searches, several (an overall average of 27%) were unable or unwilling to provide any statistics about the volume of business in these areas. Some of the reasons for keeping statistics are to r.../+o, services, to look for patterns in use, to anticipate demand, and to justify increases (or decreases) in staff or budget. If an institution 's not keeping any data on volume of demand for off-campus support, it generall implies one of two conditions: either the service is so well insti~at~nalized and controlled that there is no need for statistical data or that the service is offered on an ad hoc basis without any real control or monitoring. The overall responses to all questions in the survey indicate that the latter condition is probably the most common.

In order to compare the data available on the volume of library material supplied with the number of students eligible to receive such material, Tables 20-21 were created. For each institution, a total enrollment figure was calculated from the information reported in the Program Size section of the questionnaire (see pp.7-8). In many cases, this figure is only a rough approximation since several institutions provided incomplete, inconsistent, or estimated data. However, to obtain the best available information, the number of courses listed in the different classifications

were multiplied by the corresponding estimated enrollments and the results were added together. In a few cases where enrollment information was lacking, an arbitrary estimate of '10' was used to calculate the number of students in a particular type of course. The results of these calculations are presented in the first column of Tables 20-21 (pp.81-82). To obtain the number of library items sent to off-campus students, the totals reported in questions #2(c) and #3(c) were added together for each institution. These figures are presented in the second column of Tables 20-21.

The third column of these tables provides an item/student ratio for each institution. This figure is calculated by dividing the number of items supplied by the number of students registered. A ratio of 1.00 implies that an institution provides one library item for every student registered 'n off-campus and distance education courses. In reality, it is most probable that off-campus students who request material receive more than one item each. At a very conservative estimate, if off-campus students are receiving an average of two items each, a ratio of 1.00 indicates that approximately half of the total number of students are being served. It is likely that three items per student is a more realistic estimate, implying that, with a 1.00 ratio, only a third of the students are receiving material. As crude as this analysis is, it provides a rough measurement of the extent to which an institution is supplying library material to its off-campus students.

Amongst the universities which reported data on both enrollment and items supplied to off-campus students, only 30% (8 out of 27) had an item/student ratio of 1.00 or more. Of the universities which have a library outreach service, 32% (8 out of 25) had a ratio of 1.00 or more. This indicates that, of the universities which supply library material to off-campus students, approximately 70% are serving a relatively small number of students. 59% of these institutions had a ratio of less than 0.50 and 37% had a ratio of less than 0.25.

The analysis of this information for the colleges revealed that these institutions are much less active than the universities in supplying library material to off-campus students. Of the colleges which reported both enrollment and material statistics, only 15% (3 out of 20) had an item/student ratio of 1.00 or more. Of the colleges with a library outreach service, 11% (2 out of 18) had a ratio of 1.00 or more. This indicates that, of the colleges which provide library material to off-campus students, approximately 85% are serving a relatively small number of students. 75% of these institutions had a ratio of less than 0.50 and 65% had a ratio of less than 0.25.

The following table summarizes the distribution of the item/student ratios:

Item/Student Ratio Range	Univ. (27)	Coll. (20)
1.00+	8 (30%)	3 (15%)
0.50 - 0.99	3 (11%)	2 (10%)
0.25 - 0.49	6 (22%)	2 (10%)
0.00 - 0.24	10 (37%)	13 (65%)

TABLE 20

ITEM/STUDENT RATIOS

UNIVERSITIES	TOTAL ENROLLMENT	ITEMS SENT	ITEM/STUDENT RATIO	SERVICE INDEX	OUTREACH SERVICE
LEVEL 5 (150+ COURSES)					
Athabasca Univ.	3125	9250	2.96	24	Yes
Open Univ. of B.C.	2700	3000	1.11	19	Yes
Univ. Laval	4400	NA	NA	1	No
U. of Manitoba	2208	3500	1.59	19	Yes
LEVEL 4 (100-149 COURSES)					
Brock Univ.	3486	242	0.07	11	Yes
Simon Fraser U.	3250	5303	1.63	16	Yes
U.Q. a Chicoutimi	3660	161	0.04	8	Yes
U.Q. a Rimouski	3000	471	0.16	14	Yes
U. of Calgary	1836	31	0.02	6	No
U. of Ottawa	2038	68	0.03	12	Yes
U. of Regina	1999	NR	NR	7	Yes
U. of Saskatchewan	1819	1618	0.89	14	Yes
U. of Victoria	3200	5400	1.69	23	Yes
U. of Western Ont.	3072	1035	0.34	13	Yes
U. of Windsor	4016	5	0.00	11	Yes
LEVEL 3 (50-99 COURSES)					
Brandon Univ.	2000	1125	0.56	17	Yes
Lakehead Univ.	492	800	1.63	15	Yes
Laurentian Univ.	561	1331	2.37	16	Yes
Memorial Univ.	1855	545	0.29	13	Yes
Mount Allison Univ.	636	25	0.04	6	No
U. of Alberta	914	366	0.40	13	Yes
U. of Brit. Columbia	1395	6596	4.73	20	Yes
LEVEL 2 (10-49 COURSES)					
Mount St. Vincent U.	622	NR	NR	9	Yes
O.I.S.E.	518	137	0.26	13	Yes
Saint Mary's Univ.	255	4	0.02	6	No
Trent Univ.	945	400	0.42	14	Yes
Univ. de Moncton	712	NA	NA	4	No
U. of Lethbridge	329	30	0.09	5	No
U. of New Brunswick	645	248	0.38	11	Yes
U. of P.E.I.	416	NA	NA	1	No
Wilfrid Laurier U.	1344	80	0.06	10	Yes
LEVEL 1 (1-9 COURSES)					
Dalhousie Univ.	265	NR	NR	7	No
St. Francis Xavier U	162	120	0.74	13	No
LEVEL NOT REPORTED					
U.Q. a Abitibi-Tem.	NR	700	NR	11	Yes
York Univ.	NR	300	NR	8	No

TABLE 21

ITEM/STUDENT RATIOS

COLLEGES	TOTAL ENROLLMENT	ITEMS SENT	ITEM/STUDENT RATIO	SERVICE INDEX	OUTREACH SERVICE
LEVEL 5 (150+ COURSES)					
Grant MacEwan C.C.	9890	16	0.00	8	No
Lethbridge C.C.	1818	23	0.01	8	Yes
Vancouver Com. Col.	10796	NR	NR	6	Yes
LEVEL 4 (100-149 COURSES)					
North Island College	3040	NR	NR	4	No
Northern Lights Col.	1692	NR	NR	8	Yes
Red River Com. Col.	2450	94	0.04	11	Yes
S.A.I.T., Kelsey	1300	NA	NA	8	No
S.A.I.T., Wascana	1605	40	0.02	3	No
LEVEL 3 (50-99 COURSES)					
N. Alb. Inst. Tech.	700	NR	NR	4	No
Sask. Ind. Fed. Col.	3764	90	0.02	11	Yes
Tor. Inst. Med. Tech	1760	361	0.21	14	Yes
West. Reg. Com. Col.	480	15	0.03	5	No
LEVEL 2 (10-49 COURSES)					
Alb. Voc. Centre	750	40	0.05	4	No
Confederation Col.	320	NA	NA	10	No
E. Kootenay Com. Col	400	530	1.33	13	Yes
Grande Prairie R.C.	340	35	0.10	9	Yes
Malaspina College	554	19	0.03	12	Yes
Northwest Com. Col.	275	98	0.36	6	Yes
Okanagan College	152	180	1.18	6	Yes
Red Deer College	230	NR	NR	5	No
Selkirk College	280	NR	NR	9	Yes
Yukon College	360	128	0.36	9	No
LEVEL 1 (1-9 COURSES)					
Cambrian College	30	NA	NA	2	No
Cegep d'Alma	60	NA	NA	3	No
College of New Cal.	380	260	0.68	15	Yes
Keewatin Com. Col.	800	130	0.16	13	Yes
Keyano College	72	NA	0.00	2	No
Mt. Royal College	90	55	0.61	11	Yes
Steinbach Bible Col.	6	NA	NA	3	No
St. Andrew's Col, MA	30	77	2.57	3	No
Vanier College	80	NR	NR	3	No
Westerra Institute	50	12	0.24	7	Yes
LEVEL NOT REPORTED					
Cariboo College	NR	550	NR	17	Yes
Fairview College	NR	50	NR	4	No
Justice Inst. of B.C	NR	NR	NR	10	Yes
Marine Institute	NR	NR	NR	7	No
Mohawk College	NR	NR	NR	8	No
St. Andrew's Col, SA	NR	55	NR	5	No
Winnipeg Bible Col.	NR	10	NR	4	No

In view of the fact that the majority of universities and colleges reported a willingness to supply library material to off-campus students and several institutions have established library outreach services, it would be significant to inquire into the reasons for the relatively low volume of business. A few institutions provided additional information on their specific situations. Some factors reported by the respondents which affect the amount of material supplied to off-campus students are:

- students are close enough to visit the campus library in person,
- instructors/tutors supply library material to students,
- library resources are not appropriate/relevant to the course(s),
- instructors do not encourage the use of library material,
- students have to use ILL through their local libraries,
- resource collections on-site are adequate,
- insufficient library staff to handle a large vo'ume of requests,
- service is too recent or is being offered on an experimental basis.

A future survey should attempt to probe in more detail into these and other factors which may affect the volume of business. There are three key questions which could be asked in this context:

(1) Are off-campus students encouraged or required to use library material in their courses?
(2) If yes, are students encouraged to use local resources or the 'home' library?
(3) If students are encouraged to request material from the 'home' library, are there sufficient resources and staff to assist the students?

CONCLUSION

This survey has provided much more detailed i formation on off-campus library services in Canada than the first surve undertaken in 1984/85. The significance of the basic categories has been discussed in another paper (Slade, 1987b) and has not been repeated here. The results of both surveys indicate a willingness on the part of many Canadian post-secondary institutions to provide library services for their off-campus and distance education students. The current survey reveals that colleges are active in off-campus education and several of them have library services similar to those offered by the universities. The number of courses and volume of library material supplied are, on the whole, lower for the colleges than for the universities.

In order to compare the levels of library support provided by the different institutions represented in the survey, a measurement entitled The Off-Campus Library Services Index was created (see p. 63). This is a composite score combining the number of affirmative responses to the fifteen basic questions with a ranking system representing the volume of material supplied to off-campus courses and students. This Index is based on the assumption that institutions with higher scores are the most active in off-campus library services. On the whole, the universities have higher Index scores than the colleges. This model of s_rvice does not take into

account an institution's item/student ratio. The ratio data available is too incomplete and approximate to justify using it in this analysis. When the item/student ratios are compared with the Service Indexes in Tables 20-21, no clear pattern emerges. The universities with high Index scores tend to have higher ratios, but not in all cases. The colleges generally have lower item/student ratios than the universities and there seems to be no relationship between these ratios and the college Index scores. Several colleges with low ratios have high Index scores and vice versa. Also, as noted on p.63, the program size ranges used in this report do not seem to correlate with the Service Index scores. This implies that accurate enrollment data is necessary in order to make the Service Index a more reliable measurement of an institution's activity level in off-campus services.

In the absence of more consistent and reliable data, the present Index scores and the ratios provide an approximate picture of the distribution of off-campus library service levels in Canada as of 1988. A future survey should attempt to collect more accurate data on student enrollment and library material supplied in order to correlate item/student ratios with responses to the basic questions in the survey. This would give more credit to smaller institutions which have high levels of off-campus library support in relation to the number of students served.

In general, the results of the current survey indicate that the issue of library support for off-campus students is being taken seriously by the majority of Canadian universities and colleges with off-campus and distance education courses. The degree to which these institutions serve this body of students varies considerably. While this survey identifies the existence of the variations, the results do not reveal the reasons behind them. Further investigation is required to probe into the variables which influence the level of off-campus library services provided in Canada.

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